

2017/18

# NOCE Annual Report to the Community



I WILL gain new skills for a promotion    I WILL succeed!    I WILL learn English  
 I WILL transition to college    I WILL strengthen my body and mind  
 I WILL re-career and get a job    I WILL tap into my creativity  
 I WILL earn a diploma    I WILL become more independent  
 I WILL grow deeper connections with my children



NOCE EMPOWERS community members to seek PATHWAYS TO OPPORTUNITIES.

With ACCESSIBLE and FLEXIBLE programs, NOCE CELEBRATES the DIVERSITY and DIGNITY of each and every student on their educational journey.

As a RESPONSIVE AND INNOVATIVE LEADER, NOCE provides students the educational options needed to gain employment, transition to college, or participate in the community as independent and prepared citizens.

*I WILL Achieve My Dreams at NOCE*



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# Welcome from the Provost

Our students come to us for the opportunity to increase their skills, their wages, and their quality of life. Every day we are inspired by their ability to overcome obstacles, persevere through multiple family and personal responsibilities, and aim higher to reach their goals. It is our student's determination that propel them to say,

- ...I WILL earn a diploma
- ...I WILL learn English and become a citizen
- ...I WILL gain new skills for a promotion
- ...I WILL re-career and get a job
- ...I WILL become more independent
- ...I WILL grow deeper connections with my children
- ...I WILL tap into my creativity
- ...I WILL strengthen my body and mind
- ...I WILL transition to college
- ...I WILL succeed!

It is our NOCE students that motivate us to say WE WILL dig deeper, think harder, develop smarter, and implement sustainable plans for student success. Recent examples include guided pathways for career training and technical education; expanded brain health classes for older adults; opening a career resource center for increased employability skills; enhanced access through increased marketing; high school diploma courses to retain or advance in jobs; curriculum development for parenting support for children with special needs and those experiencing trauma; integrated ESL and career training programs; and programs aimed at transitioning students to college.

NOCE has evolved into a model institution over the past 40+ years because it recognized the importance of acting on opportunity. Just as our students see NOCE programs as pathways to opportunities for a better life, our school recognizes the evolving needs of our community as a call for action to develop innovative academic and student service programs.

NOCE cannot fulfill its mission of educating a diverse student population in isolation. We can do more and reach many through collaboration and leveraging resources. NOCE is focused on strengthening its existing ties with numerous community resources and is excited to welcome new partners to its network. Together we can do more!

With each passing year, NOCE continues to evolve and do more than just change with times.

- WE WILL initiate the change;
- WE WILL envision the future;
- WE WILL make it happen for the success of our students.

Thank you for your continued support,

Valentina Purtell  
Provost  
North Orange Continuing Education



## MISSION, VISION & VALUES

### NOCE Mission Statement

To serve the needs of individuals, business, and the community, we educate a diverse student population in successive essential skills that support learning goals across the lifespan.

### NOCE Vision Statement

NOCE has a comprehensive presence in the community and is recognized for excellence. NOCE embraces multiple facets of diversity and is committed to outcome-oriented educational opportunities in preparing students for productive civic engagement. NOCE is an effective and affordable option for students who are acquiring personal, academic, and career skills. NOCE is responsive to evolving community needs

### NOCE Core Values

#### Integrity

- through a commitment to our mission and vision statements
- by encouraging a climate of honesty and trust
- through teamwork that depends on accountability and responsibility

#### Learning

- as a way to meet life's challenges successfully
- as a path to personal and professional growth
- as a lifelong quest

#### Excellence

- by delivering comprehensive quality programs and services
- by creatively responding to the educational needs of our community

### NOCE Institutional Student Learning Outcomes

As a result of enrolling in and completing a North Orange Continuing Education course, group of courses, or entire certificate program, students can be expected to demonstrate the following:

- Empowerment to be lifelong learners. Students can demonstrate the confidence and courage to learn how to learn as well as appropriate research, study, inquiry and goal-setting skills.
- The ability to function effectively within their community. Students demonstrate appropriate effective interpersonal communication, critical thinking and problem-solving skills as well as an understanding of the value of diversity.

#### Diversity

- by recognizing and respecting the significance of each unique individual
- by offering all learners access to relevant learning opportunities

#### Service

- to the individual
- to the institution
- to the community

# BASIC SKILLS PROGRAM

*I WILL Earn a Diploma and Transition to College*



Nearly 3,000 students enroll in NOCE's Basic Skills, High School Diploma, and GED/HiSET Preparation Program every year to receive tutorial, literacy and vocational support, prepare for the GED/HiSET exam, or earn a high school diploma. The labs and tutorial centers located at all three NOCE Centers, and two off-campus labs, are available at no cost and are open entry to adult students.



## Basic Skills Program Offers a Myriad of Opportunities for Student Success

According to Basic Skills Program Director **Margie Abab**, students typically enroll in the Basic Skills Program to accomplish the goal of earning a high school diploma. "What they don't expect to encounter," continues Abab, "are the many services, programs, and encouragement they receive at NOCE to complete their goal(s) and transition to their next step." As many employers require a high school diploma to maintain or advance in employment, NOCE provides open-entry labs for students to study at their own pace to complete this goal at five locations in North Orange County. For those that struggle to successfully pass math and English credits, NOCE's Anaheim Campus offers direct-instruction workshops in a traditional classroom setting. An additional option for students who may not have time to complete a full diploma program is the GED/HiSET Preparation Program at the Wilshire Learning Center. Through one-on-one instruction, tutoring, and practice tests, this program prepares students to take and pass their high school equivalency test. Students from all programs are welcomed at the NOCE Learning Centers; students can utilize online or textbook materials, work with instructors and tutors, attend workshops, or simply enjoy a quiet place to study. Helping students to envision dreams beyond what they thought was possible is a core principle of the Basic Skills Program. Staff and faculty are instrumental in encouraging students to transition to college and provide support, activities, and resources to help them achieve this goal.



## NOCE's First Student Club Cultivates Engagement, Service, and Fun

Last year, students from the Anaheim Campus worked together with Basic Skills Learning Center Instructor **Jennifer Carey** to develop the first NOCE student club, allowing for more student involvement on campus and camaraderie among classmates. The Community Connections Student Club meets bi-monthly to engage in success-related workshops and/or social activities to foster connections between NOCE students, Fullerton/Cypress colleges, and the community. The club members participated in transitioning to college workshops and field trips, the NOCE student success conference, Women Lead conference, and employment skills workshops. Social activities have included cultural dining events and serving free coffee and doughnuts to NOCE Anaheim Campus students. The student club also coordinated a 2018 Veterans' Day Letter Writing Campaign where students and staff wrote thank you notes to deployed soldiers to show appreciation for their service. All letters collected were sent through Operation Gratitude, an organization that sends care packages filled with supplies and personal letters of appreciation to deployed troops, first responders, veterans, wounded soldiers, and military families. All NOCE students are welcome to attend the bi-monthly meetings on Wednesdays at 3 p.m. at the Anaheim Campus.



### Student Success Profile: Tania Caballero

**Tania Caballero** grew up in Cuba under Fidel Castro's hostile regime. She came to the U.S. without knowing a word of English. Gradually Tania became successful in her job after immersing herself in American culture to master her English skills. But in 2013, she suffered a brain hemorrhage that caused her to lose control of many of her abilities. Although she recovered over a five-year period, Tania continues to struggle with short-term memory loss. She courageously started classes at NOCE in January 2018, hoping to overcome her fears of the injury affecting her learning. She has done extremely well in both her English as a Second Language and High School Diploma Program studies. A role model to other immigrant students, Tania is grateful for the freedom and opportunities she has in America. Her dream is to one day attend college to study English and business management.



# CAREER TECHNICAL EDUCATION PROGRAM

*I WILL Re-Career and Gain Employment*



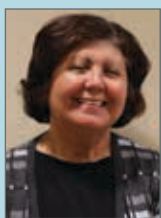
The Career Technical Education (CTE) Program offers career training for those seeking to enhance their effectiveness on the job, advance in their profession, or prepare for a new career. Flexible times and short-term training opportunities give students options for completing a program of study that best fits their needs. CTE offers tuition-free training in nearly a dozen vocational certificate programs for more than 3,500 job-seeking individuals annually.





## SWP Grant Increases Access, Opportunities

Through the Strong Workforce Program (SWP) grant, the NOCE Career Technical Education (CTE) Program implemented key initiatives to increase access, improve the quality of programs, and enhance student workforce outcomes. As part of a SWP regional effort, NOCE's CTE Program implemented the *FutureBuilt* marketing campaign. The campaign promotes career education at Orange County community colleges through e-mails, billboards, bus ads, videos, and social media – with the latest YouTube ad generating over 31,000 views! NOCE also developed a new website at [careers.noce.edu](http://careers.noce.edu). Additionally, the CTE Program offered a series of test preparation workshops for Pharmacy Technician Certificate Program graduates to prepare for the CPhT exam, a certified credential through the Pharmacy Technician Certification Board (PTCB). As part of the workshop, students received vouchers to take the PTCB practice exams; eligible students' test fees were also sponsored through SWP funds. The CTE Program also expanded the out-patient pharmacy technician lab, making it four times larger, which allows students more access and time to receive hands-on training. The new lab simulates industry settings and is in alignment with American Society of Health-System Pharmacists accreditation recommendations. Students are grateful for increased opportunities to practice hands-on job training and earn credentials for competitive employment.



### Eleanor Fernandez Earns Dream Job with CPhT Certification

Although **Eleanor Fernandez** completed NOCE's Pharmacy Technician Certificate Program and CTE externship, she struggled to get a job with her preferred employer. After completing NOCE's Pharmacy Technician Certification Board (PTCB) test preparation workshop, Eleanor took the

exam and passed, earning her Certified Pharmacy Technician (CPhT) credential. Since receiving her CPhT, Eleanor reapplied and is now a pharmacy technician with United Healthcare!



### Natalie Galle-Ortega Gains the Competitive Edge through the Career Resource Center

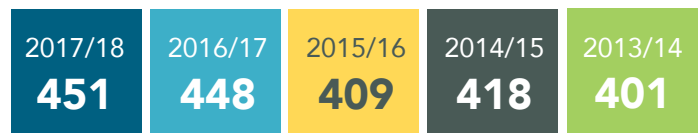
After completing the Pharmacy Technician Program in June 2018, **Natalie Galle-Ortega** attended the Career Resource Center (CRC) to get help creating her resume, filling out job applications, and practicing interview responses

with the lab's Career Pathways Specialists. Natalie recently got a job at Walgreens as a Pharmacy Technician and credits her success to the interview practice she received at the CRC!

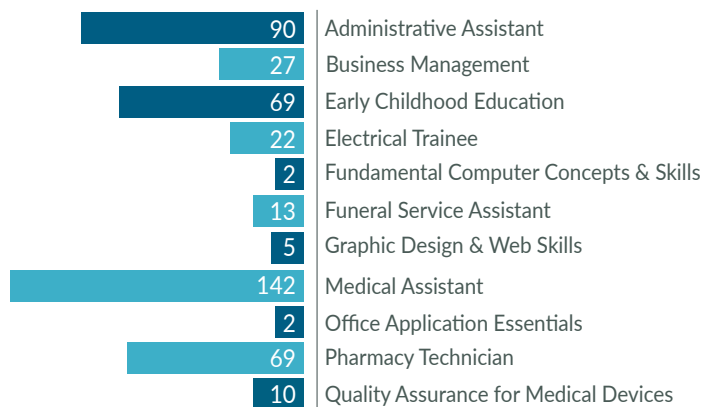
## CTE Initiatives Allow for Skills Training, New Employment Readiness Center

Through state initiatives such as Guided Pathways and Strong Workforce Program (SWP), schools are playing a larger role in helping students find their passion, complete their goals, and create a future workforce for local businesses. NOCE leveraged SWP and California Adult Education Program (CAEP) funding to build pathways for students from education to employment. The Career Technical Education (CTE) Program served over 100 students through California Community College's New World of Work (NWoW) workshop series, which focused on professional knowledge, work habits, and character traits that employers find valuable in the 21st century workplace such as adaptability, communication, digital fluency, and resilience. In 2018/19, a certificate will be offered based on the NWoW curriculum. Additionally, NOCE/CAEP established the first Career Resource Center (CRC) to provide students with access to career exploration and job readiness skills. The CRC offers workshops; one-on-one appointments with Career Resource Specialists; and resources for career exploration, resume building, interview preparation, job searches, and online applications. In the first three months, the CRC staff welcomed more than 200 students at the Center and in workshops. CTE will survey students in 2018/19 to see how these resources helped increase employment.

### Career Technical Education Certificate Completions Annual Historic Total



### 2017/18 CTE Certificates Awarded



**451 Total**

# DISABILITY SUPPORT SERVICES PROGRAM

*I WILL Become More Independent*



Disability Support Services (DSS) offers options to adult students with verified disabilities. In addition to the typical accommodations for students enrolled in NOCE classes, DSS offers students the opportunity to earn up to five certificates to prepare them to live and work more independently. DSS works closely with community agencies, such as the Department of Rehabilitation, Regional Center, Orange County Transportation Authority and various employment agencies. In addition, DSS provides specific hands-on training programs to prepare students for college, work, and to safely navigate the public bus system.

# DSS Students Successfully Complete Certificates, Gain Employment Skills

In 2017/18, Disability Support Services (DSS) provided courses and services to 1,097 students. Under the leadership of Director Dr. Adam Gottdank, students with disabilities were empowered to acquire skills to live and work more independently. Fifty-six students graduated from the program with one or more certificates.



DSS focused on preparing students for employment through job skills training, communication on the job, résumé and portfolio development, and internships. Seventy-seven students in the College to Career (C2C), Workability III (WAIII), and Work, Independence, Self-Advocacy, and Education (WISE) programs gained work experience at many North Orange County establishments, including the following:

### WISE Program

42 Students Gain Volunteer Work Experience

- Cypress College Café
- Cypress College Library
- Don Carlos Restaurant
- Fullerton Public Library
- Green Bliss Café
- Sage Behavioral Services
- Salon Technique

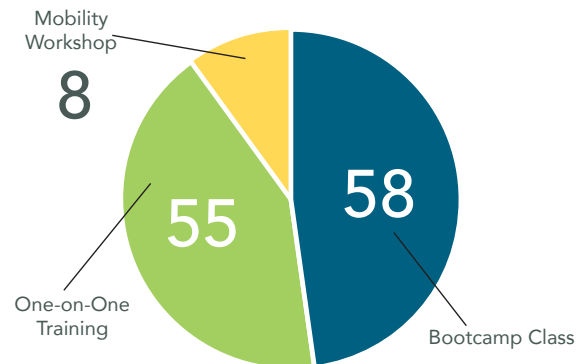
### C2C and WAIII Programs

35 Students Gain Employment

- 24 Hour Fitness
- Dickey's BBQ
- Home Depot
- Northgate Markets
- OC Conservation Corps
- Petsmart
- Pieology
- Walgreens

## 2017/18 Mobility Training Program

The total number of unduplicated trainings for 2017/18 is 121. NOCE has trained 913 unduplicated students in mobility training from 2009-2018. This calculates to a potential savings of \$1,333,893 of tax payer dollars by teaching students to take fixed routes on OCTA rather than ACCESS.



## NOCE Launches IVES Program to Support Students with Goal Completion

Independent Vocational and Educational Support, IVES, is a program designed to assist students with disabilities in attaining their educational and vocational goals. IVES provides one-on-one support to students for up to seven hours per week for time management, study skills, reading comprehension, job searching, and job coaching. **Alex Zavala** is a Cypress College student working toward his associate degree in computer information systems. Alex originally was enrolled in NOCE's Disability Support Services (DSS) courses, before transferring to NOCE Career Technical Education courses, and finally transferring to Cypress College. In addition to being a full-time student, Alex has maintained employment at Chuck E. Cheese for over ten years. While balancing work, school, and meeting weekly with his IVES coach Azam, Alex maintains above a 3.0 grade point average. Alex will complete his associate degree in 2019 and looks forward to applying the skills and knowledge he's earned to a career in computer services.



## Student Success Profile: Matthew Morse

**Matthew Morse** has made excellent progress in his Disability Support Services (DSS) classes since starting in the 2013 Fall Term. Matthew always comes to class prepared, participates in classroom discussion, and completes his assignments in a timely manner. Well-liked by his peers and teachers, Morse shares his witty sense of humor with others, and helps students in need. Recently, Matthew obtained a full-time position working for LAX as a ramp agent and studied hard to pass the TSA requirements. A model student, Matthew's classmates look to him as a leader and his teachers know that he will continue to accomplish great things!

# ENGLISH AS A SECOND LANGUAGE/CITIZENSHIP PROGRAM

*I WILL Learn English and Become a Citizen*



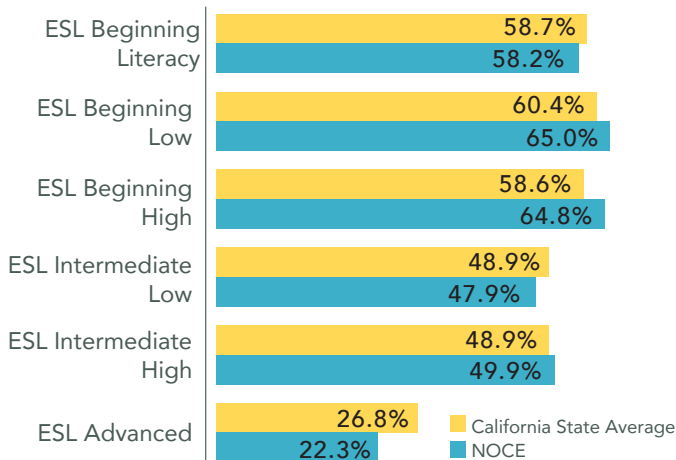
The English as a Second Language (ESL)/Citizenship Program serves 11,000 students annually. Classes are offered at all three NOCE Centers and in more than 30 community locations. The ESL Program enables adult learners to learn English so they can meet their personal, community, academic, and employment goals. Programs offered include: general English language development, family ESL literacy, vocational ESL, transitional ESL, and citizenship.



## New ESL Block Schedule Reduces Completion Time

Over the last year, English as a Second Language (ESL)/Citizenship Program Interim Director Katalin Gyurindak wanted to address the data trend that showed students stopping out or dropping out toward the end of their program due to the long length in time and commitment. Students were expressing a desire, and sometimes a need, to complete their English-language program more expeditiously. In the past, ESL offered core classes for 2.5 hours a day for a total of 10 hours per week. It took ESL learners three trimesters, or 36 weeks, to complete one level. With six ESL levels to gain competency, this schedule would take a student several years to complete. Over the past year, the 2.5-hour core classes were developed and implemented into 3.5-hour classes. This increase in instructional hours per week shortens the length of time needed to complete each level; students can now complete each core level in just 18 weeks. The 18 weeks includes a 12-week fundamental class and a six-week EL Civics class. The fundamental class focuses on functions that are appropriate to the language level of students including general English skills and fluency development. The six-week EL Civics class then focuses on applying these skills, accessing resources, and being active participants in the community. With the new block schedule system, more students will complete, and ESL courses will run more efficiently with maximized capacity.

## ESL CASAS Educational Gains

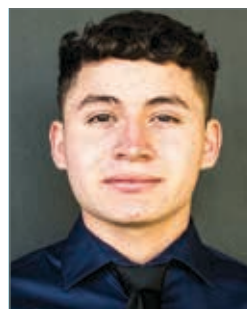


This chart demonstrates the results of total student significant gains in English-language skills of those taking the ESL Program's CASAS test. NOCE students are, on average, gaining skills at a greater rate when compared to the statewide goal.



## ESL Integrated Education and Training Program: Collaboration for Success

The English as a Second Language (ESL)/Citizenship Program collaborated with Career Technical Education (CTE) and the Student Success and Support Program (SSSP) to implement the first phase of the Integrated Education and Training Program. After surveying the students, career pathways were identified for students at the Intermediate Low to Advanced level of English proficiency. SSSP helped students develop their Student Educational Plans, including employment and/or college pathways. ESL instructors of Intermediate-Low to Advanced also taught ESL Civics objectives that focused on goal setting, finding a job, and soft skills. Students then participated in workforce readiness seminars and career skills workshops based on their interests. At the start of 2018/19, ESL implemented Integrated Education and Training classes within CTE certificate areas: medical assistant, pharmacy technician, early childhood education, and management. The program takes on the Integrated Basic Education Skills Training model, where a CTE instructor teaches the career-based subject matter while an ESL instructor teaches concepts that need additional English-language clarification. The students enrolled in this program also attend class for an additional hour with the ESL instructor to get specific assistance with essays, homework, vocabulary, grammar, and speaking and listening skills. Soon, ESL hopes to offer more short-term career courses, such as those that can be completed within one to two terms, so students can gain skills for quick employment.



## Student Success Profile: Carlos Menjivar

Born in El Salvador, *Carlos Menjivar* was raised by his grandparents after his mother left to the US when he was just a baby. Upon turning 18, Carlos reunited with his mom in Anaheim, California and enrolled in NOCE's ESL Program. His instructor Eric Glicker said that Carlos always worked hard, going the extra mile by asking for more homework. This dedication led to his advancement in ESL and enrollment into the NOCE High School Diploma Program. Within just one year, Carlos earned his diploma! While maintaining excellent attendance, Carlos worked 40 hours a week at a supermarket to support his family. He tutored his fellow students and earned a scholarship for his diligence. This scholarship will help Carlos with his tuition at Cypress College to complete an aviation degree.

# LIFESKILLS EDUCATION ADVANCEMENT PROGRAM

*I WILL Strengthen My Mind and Body*



The Lifeskills Education Advancement Program (LEAP) serves more than 16,000 students annually with enriching classes for children, adults, and seniors. LEAP's Emeritus Program provides opportunities for seniors to develop personal interests, improve cognitive abilities, and enhance physical motor skills. Kids' College and Teen Program courses include tuition-based enrichment programs for children 1 to 17 years of age in academic subjects and classes in art, music, and sports. Parenting Program classes are offered for the parent/guardian and child to foster self-esteem and prepare children for school readiness. Health & Safety courses such as aerobics, self-defense, and mature driver develop skills to build a healthy and safe lifestyle.

## Community Services Responds Quickly to Community Needs

NOCE's Community Services Program continues to listen closely to those in need of skills, training, or classes of interest. Community Services can and does create new classes for the public in a very short time, making them very popular tuition-based offerings. The Kids' College and Teen Program is also a part of Community Services and serves hundreds of young students, up to age 17, in every term and grows even greater in the summer term with a full aquatics program. Community Services also makes itself available for partnerships with local agencies to assist in offering more courses and continues to build those relationships to meet the expanding needs of all community members. In Summer 2019, LEAP will partner with the City of Cypress to host additional summer swim classes over the past year, Community Services offered students the space for additional time or practice in certain professions in order to meet qualifications for certification, such as machine shorthand (for court reporting), medical interpreting, and sign language interpreting.



### Emeritus Program Expands Brain Health Program

Trends continue to indicate that seniors want more engaging and brain-strengthening courses to keep them healthy and active. The *Staying Mentally Sharp* classes meet this need perfectly for seniors more active and vital lifestyles. With the previous success of the courses, cloud-based brain health courses were expanded into the community utilizing iPads and WiFi at locations throughout the North Orange County Community College District. Many students report more consistently sharper and clearer thinking and processing just from participating in the classes and working on the brain-building exercises. One student testimonial reported, "I have not felt so involved in my own life and those around me in a long time. I'm sure this *Staying Mentally Sharp* class is main reason!"



### Parenting Program Expands with Love and Logic® Curriculum

The Love and Logic® curriculum addresses the needs of many families who are looking for enhanced skills and successful strategies for raising children today. These tuition-free courses include Parenting the Love and Logic Way®, which is the essentials course that gives parents and caregivers the practical skills for supporting and reinforcing expectations at home and in school. One of the new courses offered is Love and Logic: Supporting Youth with Special Needs® specifically tailored for parents and caregivers working with youth who live with disabilities. Another new course, 9 Essential Skills for the Love and Logic Classroom®, is comprised of instructor training curriculum that offers low stress strategies for highly successful educators. Topics include ending student arguments, guiding kids to solve their own issues, raising test scores, and building positive relationships with challenging students. A third new course that was developed and will be offered in the 2019 Winter Term is the Love and Logic: Supporting Youth with Challenging Past®. This course details how trauma affects the brain and how parents, including foster and adoptive parents, educators, social workers, and counselors, can gain the skills and concepts to assist and guide these students toward success. Classes each term are filling quickly, and more community K-12 school partners are requesting that these courses be held at their locations for their parent and teacher communities.



### Student Success Profile: Emeritus Program's Harlen "Lamb" Lambert and Sharron Lambert

Both *Harlen "Lamb" Lambert* and *Sharron Lambert* have gone through many obstacles while attending the NOCE Creative Writing classes but have excelled beyond expectations. Lamb has battled cancer and other health problems, yet rarely missed a class. He is an excellent role model, revealing his sterling character in his book about being the first African American police officer at the Santa Ana Police Department. He suffered many obstacles at work because of his race but emerged as a victor and not a victim. Sharron has been Lamb's support and companion throughout his illnesses and is the co-author of his book. According to their teacher, Barbara French, both Lamb and Sharron go above and beyond with their writing. They are grateful for the NOCE Emeritus class that provides them with the opportunity to stay active, socially involved with peers in their community, and for an opportunity to share their stories.

# STUDENT SUCCESS AND SUPPORT PROGRAM

*I WILL Accomplish My Goals*



The Student Success and Support Program (SSSP) has been in existence since the 1998/99 academic year. Core counseling services include: orientation, assessment, counseling/advising, student educational planning, and follow-up services. SSSP services are available to students enrolled in high school diploma/basic skills, English as a second language, and short-term vocational courses. These services are provided at the three NOCE Centers as well as at selected community locations where ESL and high school diploma courses are offered.





## SSSP Becomes Student Equity and Achievement (SEA) Program

After submission of the Integrated Plan in January 2018, a state chancellor's office memo announced in July 2018 that three formerly stand-alone programs will merge into one. The Basic Skills Initiative (BSI) led by **Margie Abab**, Student Equity (SE) led by **Raquel Murillo**, and the Student Success and Support Program (SSSP) led by **Stephanie Paramore**, will consolidate into one program known as Student Equity and Achievement, or SEA Program. The goals of the integration are to align colleges with the California Community Colleges' Vision for Success objectives, streamline categorical programs, and encourage collaboration across institutions. NOCE will continue to convene a Student Equity and Achievement Advisory Committee which encompasses a variety of constituents to provide guidance for SEA objectives.



**College Corner:** Counselor **Maricela Moran** engages with students every Wednesday in the Anaheim Campus High School Diploma Program lab through the College Corner. Her consistent presence provides an opportunity for

student to talk about college transition, CTE options, financial aid, and scholarships. "The more students see me in the lab, the more comfortable they are to ask me questions, share doubts, and plan goals."



**Mini FasTrack:** Beginning in Spring 2018, Counselor **Yvette Krebs**, with assistance from **Giana Rivera**, **Manpreet Kaur**, **Crystal Nava**, and **Gary Jimenez**, implemented a new outreach to provide counseling for ESL

Program students at the Wilshire Center. From April to October 2018, this outreach allowed for 429 students to see a counselor and develop an educational plan who otherwise may not have known about the services available.



## NOCE Develops New Models for Streamlined On-boarding, Increased Access

NOCE hosted the streamlined on-boarding event, FasTrack, in October 2017, February 2018, and November 2018. Nearly 300 students sped through the enrollment process during these one-stop enrollment events. Led by SSSP Director **Stephanie Paramore** and Career Technical Education (CTE) Program Director **Raine Hambly**, the event provided students with access to counselors and program information, get a student ID, complete orientation, take an assessment, and get a free student planner. The benefit of the event is to get students through their program entry requirements in an expedited way in order to start their courses. With the event's success, NOCE plans to offer FasTrack twice per year. Also in the fall term, prospective High School Diploma Program students had more assessment options available through the "Test Anywhere" program, implemented by SSSP. Previously, students could only take the assessment once a month at the site where they planned to complete their studies. Under this new process, students choose any one of three testing sites, which offered up to three sessions several times per day. With the success of this new model, NOCE hopes that the increased access to program entry will allow more students to attend.

### Unduplicated Students Served by SSSP

2017/18  
5,431

2016/17  
4,129

2015/16  
3,951

# CALIFORNIA ADULT EDUCATION PROGRAM

*I WILL Collaborate for Student Success*



The California Adult Education Program (CAEP) is a joint effort between the California Department of Education and the California Community Colleges Chancellor's Office to meet the needs of California's adult learners in seven eligible categories. NOCE is a member of and fiscal agent for the North Orange County Regional Consortium for Adult Education (NOCRC). The consortium is a regional education consortium tasked with helping to expand and improve the provision of adult education in North Orange County. Established in 2014 as a result of California legislation AB 86, CAEP is comprised of partners from community colleges, K-12 school districts, county offices of education, and other community partners.

## Janeth Manjarrez Joins NOCRC as New Director



As a first-generation graduate and a proud student advocate, **Janeth Manjarrez** knows the value of higher education and career readiness. "Education is not only the key to professional growth and success, but also for personal growth and success," says Manjarrez, the new Director at North Orange County Regional Consortium (NOCRC) for the California Adult Education Program (CAEP). In this role,

Manjarrez will support faculty and staff to develop and implement quality, noncredit adult education programs in the region. The first in her family to attend college, Manjarrez holds a bachelor's degree in English literature, a counseling credential, and a master's degree in educational counseling and guidance from California State University, San Bernardino. Manjarrez has vast experience working with state and regional partners, having served as the Director of the Workforce Investment Act Internship Project sponsored by the Orange County Workforce Investment Board, and later, as the Director of CTE Data Unlocked, Strong Workforce Program for the Los Angeles/Orange County Community College Consortium. Manjarrez works to ensure that NOCRC is sharing awareness of its diverse programs, particularly with its members and partners. This awareness encourages collaboration between NOCRC and its regional organizations to inspire adult students to take advantage of the resources available to them for their personal and professional success.

## ARISE Lab Serves Students Well, Wins Statewide Award



NOCRC/NOCE opened the ARISE Lab in 2016 at the Anaheim Campus to serve students with Autism Spectrum Disorder (ASD). The lab -- which stands for Academics, Relationships, Independence, Self-Advocacy, and Emotional Health -- has proven to be a welcome space

for more than 150 students who have visited since the lab opened to decompress, seek guidance, and socialize with their peers. The low-stimulation lab provides space, tools, and staff assistance. "A lot of students make [the ARISE Lab] their first stop when they arrive to school," says **Casey Sousa**, Disability Support Services Counselor stationed in the ARISE Lab. "It's rewarding that some of them feel safe enough to make our lab part of their routine." With the success of the ARISE Lab at the Anaheim Campus, NOCE has established "mobile" labs at the NOCE Cypress and Wilshire Centers, with talks to establish labs at Cypress College and Fullerton College. Although the lab was developed for students with ASD in mind, students from any NOCE program who simply feel anxious or overwhelmed can access the free and supportive lab. In early 2019, NOCRC/NOCE was recognized with the "Excellence in Continuing Education Award" for the innovative ARISE Lab by the Association of Community and Continuing Education, the professional association for California Community College's noncredit and community services programs.



## Hilda Rivera Makes Full Circle to Help Students Transition to Higher Education through the Mentorship Program

When **Hilda Rivera** immigrated to the United States with her mother, she had almost nothing. She had no high school diploma, no English-language skills, or any job prospects. Today, Hilda not only has her high school diploma, but also an associate degree from Fullerton College, and a bachelor's degree, teaching credential, and master's degree from California State University, Fullerton. It all started almost 20 years ago at North Orange Continuing Education (NOCE), a

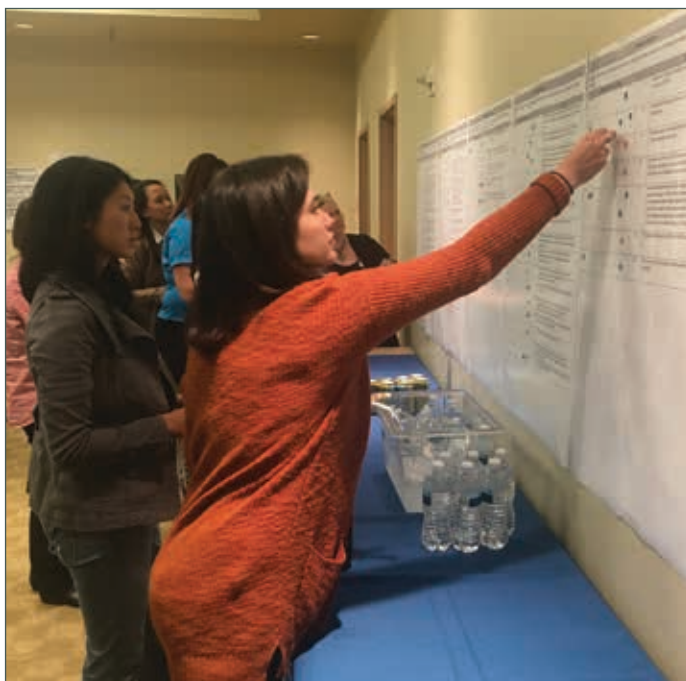
member of the North Orange County Regional Consortium (NOCRC) for the California Adult Education Program. After immigrating, Hilda knew her job prospects would be limited if she didn't learn English, so she started taking English as a Second Language (ESL) Program classes at NOCE and learned about the High School Diploma Program. After passing the English entrance exam for NOCE's diploma program, Hilda, finally made it to "high school." Despite the language barrier and working while caring for her daughter and mother, Hilda persevered. She obtained not only a high school diploma, but also an associate degree, bachelor's degree in Human Services, a multi-subject teaching credential, and a master's degree in Education. Today, she is the Special Project Manager for the ESL Mentorship Program at NOCRC. This program places qualified students with mentors to help them succeed in college. In a little over a year, NOCE's ESL Mentorship Program already has 42 students, and is growing quickly. Hilda is paving a way for students that face similar obstacles and is empowering current students to succeed by providing this one-on-one mentorship opportunity.

# INSTITUTIONAL ACHIEVEMENT

*I WILL Develop Plans for Our Students' Future*



## NOCE Focuses the Strategic Action Plan



More than 70 faculty, staff, and students attended NOCE’s Strategic Planning Event at the Anaheim Campus in June 2018. NOCE hosted the annual strategic planning retreat to gather feedback, develop goals, drive action planning, and align multiple initiatives. Initiatives include statewide changes in the funding formula, Guided Pathways framework, California Community College Chancellor’s Office Vision for Success, WIOA plan, Integrated Plan (SSSP, BSI, and Equity), WASC accreditation recommendations, Anaheim Pledge/NOCCCD Promise, Strong Workforce Program, Career Services framework, Collaborative Brain Trust (CBT) recommendations, and the District-wide Strategic Plan. The day, facilitated by consultant **Dr. Matthew Lee**, featured an exercise in reviewing the current Action Plan along with mission, vision, and core values, and gathering feedback for current and future integrated planning.

In 2018/19, a workgroup of 10 faculty, classified, and management staff from various NOCE departments and Centers will participate in developing a draft of the next Strategic Action Plan. Based on the findings and recommendations of the June 2018 Strategic Planning Retreat, the workgroup will revise the plan using an approach approved by the Provost’s Cabinet. The approach is to focus on the top 13 common themes throughout the plan; review/shape the plan for appropriate goals, objectives, and action steps; remove lower-priority action steps; and develop a template for the plan. The draft of the plan will be reviewed and vetted in the Provost’s Cabinet and then the DREAM Team/Institutional Effectiveness Committee to develop and assign key performance indicators to measure the plan’s effectiveness.

### Top 13 Common and Highest Priority Themes to be Included in NOCE Multi-Year Strategic Action Plan

- Research and Data
- Pathways and Transitions
- Student Services
- Student Success
- Student Needs
- Onboarding
- Professional Development
- Curriculum
- Equity
- Access
- Enrollment Management
- Outreach
- Marketing

# NOCE Institutional Research and Planning



## Institutional Effectiveness Report:

The Office of Institutional Research and Planning (OIRP) took the lead in defining success metrics for noncredit across the state. The 2016/17 Institutional Effectiveness Report (IER) was released by OIRP in January 2018 and included two new metrics: course retention and noncredit-to-credit transition. Course success, term-to-term retention, and persistence metrics were revised to better reflect the noncredit journey. These metrics have been recognized and presented nationally to better inform the overall noncredit field.

## NOCE Key Performance Indicators:

In partnership with District staff, OIRP identified NOCE’s key performance indicators (KPIs) as part of the District-wide strategic plan 2017-2020. KPIs were introduced as a key concept in measuring institutional performance. These metrics are often used to determine an institution’s progress in achieving its strategic directions and operational objectives. KPIs were identified under each strategic direction for NOCE.

## NOCE Launches First Campus Climate Survey:

During the 2017 Fall Term, OIRP conducted NOCE’s first Campus Climate Survey for students and employees. The findings from this survey have resonated across the NOCE community and have led to valuable conversations. OIRP collaborated with the NOCE DREAM Team and the Institutional Effectiveness Committee to develop a comprehensive campus climate tool. The survey will be administered again in the 2019 Spring Term. Below are a few highlights of the survey results:

1. Number of students who participated: 647
2. 92% NOCE staff members encourage me to learn
3. 85% felt NOCE courses are preparing them to reach their education/career goals
4. 80% agree NOCE is committed to promoting diversity
5. 40% had a negative feeling about the availability of parking on campuses
6. 1 in 5 NOCE students indicated not knowing where Campus Safety was located on campus
7. External factors: students missed class due to:
  1. 65% personal/family responsibilities
  2. 41% issues with transportation
  3. 31% job responsibilities

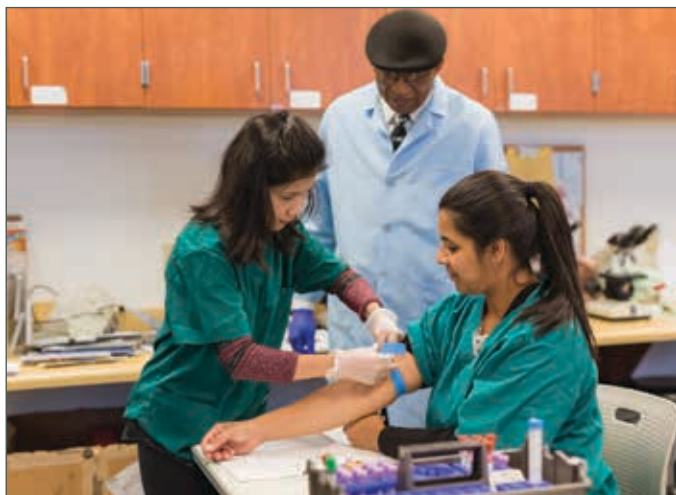


## NOCE Research Presentations:

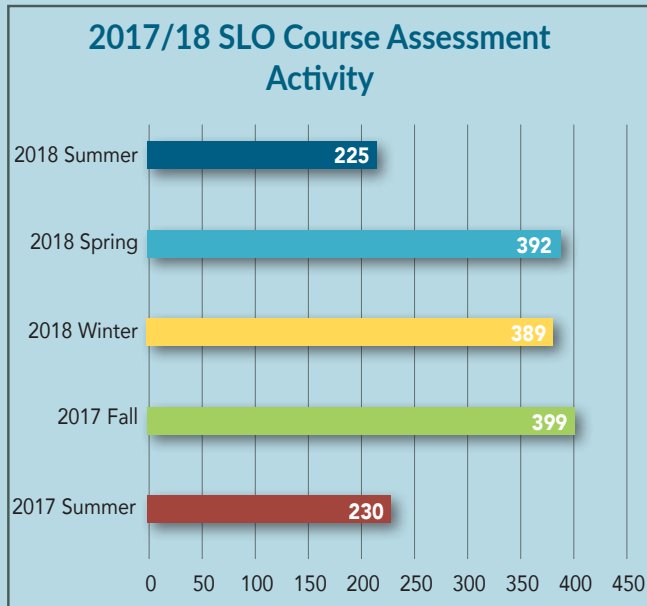
OIRP presented at national conferences on topics such as noncredit metrics, surveying unique populations, and addressing the needs of adult learners:

- The New World of Noncredit-Building and Expanding Programs in Community Colleges – San Diego, CA
- America Evaluation Association – Washington, D.C.
- California Association for Institutional Research Conference – Concord, CA
- California Perkins Joint Special Populations Annual CTE Equity and Access Conference – Sacramento, CA
- American Educational Research Association Annual Meeting – New York, NY
- 2018 Research and Planning Conference – Long Beach, CA
- IRPE Summer Institute RP Group – Pomona, CA
- UCLA Community College Studies – Los Angeles, CA

# NOCE Student Learning Outcome Program



Student Learning Outcome (SLO) Assessment at NOCE is designed to ensure that students are learning. It showcases learning achievement within courses in alignment with program and institutional learning outcomes. The collaboration among students, faculty, and administrators in designing and assessing learning outcomes informs curricular decisions. SLO achievement data is an important indicator of institutional effectiveness. In 2017/18, 1,635 class sections participated in various forms of learning assessment.



## NOCE Student Leadership Program

NOCE's Student Leadership Program provides many opportunities for students to build their leadership skills, feel empowered, and get involved on campus. The year-long program is for currently-enrolled NOCE students who are eager to serve in leadership roles across NOCE. This past year, NOCE expanded the program to seek student voices for additional school-wide committees and workgroups, including Provost's Cabinet, Budget Committee, Student Success and Support Program, Educational Technology Steering Committee, District

Enrollment Management Committee, Equity Committee, Institutional Effectiveness, and Community Relations Team. Eight students participated in the Student Leadership Program, coordinated by Dean of Instruction and Student Services **Martha Gutierrez**, which also included a Student Leadership Orientation and Training, mentorship from an NOCE administrator, and participation in monthly NOCE committee/workgroup meetings and school-wide events/activities.

# NOCE Student Equity Plan



To promote success for disproportionate populations, NOCE’s Student Equity Plan outlines several activities that concentrate on indicators of access, course completion, high school diploma and certificate completion, and transition to credit colleges. Under the direction of Special Projects Manager **Cedric Smoots** and Student Success and Equity Manager **Raquel Murillo**, NOCE implemented the following Equity Plan activities in 2017/18:



## NOCE Champions Growth Mindset:

Growth mindset was the theme for several activities throughout the year including faculty and staff professional development workshops and two student conferences. According to psychologist Carol Dweck, students with a growth mindset understand they can get smarter through hard work, the use of effective strategies, and help from others when needed. Fullerton College English Professor, and Growth Mindset expert, **Dr. Miguel Powers** was invited to facilitate several seminars and activities. Faculty and staff were taught methods to develop student mindset to find self-awareness, growth, and belief in the ability to succeed in college. Dr. Powers also spoke on the topic at two different student conferences. Students engaged in interactive activities on brain development, growth, and the power of positive mindset while receiving tools to help support them in their educational and personal goals. Additionally, the student success conferences included the concept of grit, culturally-centered communication, universal design, accommodations, and embracing a love of learning through PLAY: Present learning, Learning that lasts, Active learning, and “Yes-ability.” Both student conferences concluded with an alumni student panel.



## The CalFresh Project and Accessing Resources through Community Partnerships:

According to surveys administered by the Office of Institutional Research and Planning, NOCE students have several barriers that may inhibit their ability to complete their educational goals. For NOCE students, the items most prevalent include food, transportation, and childcare. To assist students with overcoming these barriers, NOCE’s Equity Plan outlined strategies to provide community resources to students. Over the last year, NOCE sought to provide information to students at all three Centers to address food insecurity including how to access and apply for the CalFresh food program. NOCE provided healthy snacks for students, hosted representatives to assist students with the CalFresh application, and distributed information of nearby food banks.

## ACCT Program Offers New Opportunities:

The Adult College and Career Transitions (ACCT) Program highlighted career pathways from NOCE to Fullerton College and Cypress College with college tours, NOCE in-course embedded workshops, and college knowledge seminars. The ACCT Program also partnered with NOCE Student Equity to offer two new opportunities: The Dream Your Future event and the SEAT pilot project. The Student Equitable Access to Transportation (SEAT) pilot project was launched to provide equitable access to NOCE and college transition activities including transportation to events, workshops, and tours. In the first year, the SEAT pilot project provided free transportation to nearly 100 students who attended six college transition events. Early results data show that students who used SEAT transitioned into college at a 38% higher rate than previous NOCE college cohorts. On April 30, 2018, more than 60 students attended the Dream Your Future event designed to encourage transition to college. Students experienced college via a college course demonstration, listened to a panel of college students, and discovered a variety of college programs and services. Ninety percent of NOCE students surveyed indicated they were “very likely” or “likely” to apply for admission to Fullerton College or Cypress College.



# 2017/18 NOCE Scholarship Program



In 2017/18, NOCE awarded more than \$6,800 through its Scholarship Program for students to use toward books and tuition to continue their education. Reviewed by the five-member NOCE Scholarship Committee, scholarships were awarded to 35 students at the annual awards luncheon in May 2018. Attended by students, scholarship donors, faculty, and staff, the “New Horizons” luncheon event allowed each award winner to share their unique story and their future plans while providing evidence that NOCE students can overcome any challenge on their journey toward success. Thank you to **Dr. Cathryn Neiswender** who coordinated the NOCE Scholarship Program which supports all students. The program celebrates the work and effort students give to reach individual academic goals. It is designed to meet specific student needs and honor student achievement and leadership. It supports the effort and accomplishment students give as they prepare for future academic endeavors, advance in basic skills, increase workforce skills, and develop individual competencies that will enrich community leadership. Following are scholarships that are awarded by NOCE:

- Administrative Assistant Scholarship
- Career Technical Education Supply Award
- Christine Terry Scholarship
- Courage Award
- NOCCCD District Management Association Scholarship
- Ella Mae Burke Foundation Scholarship
- English as a Second Language Beginning Low & Beginning High Award
- English as a Second Language Intermediate Award
- Enrique “Kiki” Zuniga Scholarship
- Fullerton College Foundation-NOCE Honor Scholarship
- Dr. W. Gary McGuire Scholarship
- GLADE Scholarship
- Kaye Lennon Memorial Scholarship
- NOCE Language Arts Scholarship
- Planting Seeds Book Award, Early Childhood Education Program
- Planting Seeds Scholarship, Early Childhood Education Program
- R<sup>2</sup>A Architecture Book Awards: CTE Program Awards
- R<sup>2</sup>A Architecture Book Awards: ESL Program Awards
- Roots of Success Scholarship
- SchoolsFirst Award
- Service Award
- Sydney Shue Scholarship
- Workmanship Award

# Anaheim Pledge Program

Over the past year, NOCCCD implemented the Anaheim Pledge Program which is a collective effort designed to transform the lives of students by providing them with the opportunities and the support system necessary to successfully complete their educational and career goals. The Anaheim Pledge Program is a District-wide effort that guarantees all eligible Anaheim Union High School District (AUHSD) seniors one year of free tuition while attending their freshman year at North Orange Continuing Education, Fullerton College, or Cypress College.

NOCE Anaheim Pledge Coordinator, **Belinda Sanchez**, has been following the educational journeys of the initial cohort of 76 pledge students as they attend NOCE. As coordinator, Sanchez ensures that NOCE Pledge students are aware and able to access the many benefits of the Anaheim Pledge Program. Some of the benefits include: one year of free tuition, access to textbooks, additional class seat opportunities, and eligibility to participate in special Anaheim Pledge events.

One of these special events for Anaheim Pledge students was the College Knowledge event which promotes students

transition to credit college. The NOCE Anaheim Pledge Program, in collaboration with the Adult College and Career Transitions (ACCT) Program, hosted a college transition night on Wednesday, February 6, 2019 at the Gilbert South High School Diploma Program lab. The College Knowledge event encouraged students to transition to college and provided students with the tools to navigate the college application process. Additionally, the event included a representative from the Fullerton College EOPS Office and a presentation on filling out financial aid applications.

The Anaheim Pledge Program was conceived over four years and was developed out of the Anaheim Collaborative. This dynamic partnership links many entities to create unique opportunities for success. Partners include Anaheim Union High School District, Cypress College, Fullerton College, North Orange Continuing Education, California State University, Fullerton, University of California, Irvine, Orange County United Way, and the City of Anaheim.

*“I’ve been in the [Anaheim Pledge] program for a bit over a year now. I originally enrolled to get high school done and over with. As of late, I have rediscovered my passion for learning and other academic challenges. Aside from that, NOCE has opened many doors for me as a student, including the Pledge Program. I feel that there is help from counselors and instructors here. I feel as if we, the students, are valued in this institution.”*

*-- Nicolas O., NOCE Anaheim Pledge Student*



## Melissa Gonzalez Participates in the Anaheim Pledge at NOCE, Earns Her Diploma and Transitions to College

**Melissa Gonzalez** is the first in her family to earn a high school diploma. She completed her studies at the NOCE/Gilbert South High School Diploma Program lab where she also participated in the Anaheim Pledge, a program which helps high school students to succeed in their academic goals. After completing her high school diploma courses in November 2018, Melissa transitioned to Fullerton College. With the help of her NOCE Counselor **Rosemary Touyanou**, Melissa connected with the Fullerton College EOPS Program and enrolled in psychology and criminal justice classes, which helps her move toward her career of choice – law enforcement. Rosemary even assisted Melissa in coordinating a police ride-along with the Anaheim Police Department. Melissa is excited to work toward her goal and credits the NOCE Pledge and counselors’ guidance for her success.

# Measure J Projects Provide Significant Upgrades to NOCE Anaheim Campus

The Measure J bond program, approved by voters in November 2014, brings much needed facilities improvements to Cypress College, Fullerton College, and North Orange Continuing Education (NOCE) Anaheim Campus. The bond generates \$574 million to fund upgrades to technical job training facilities, aging classrooms, and veterans' amenities across the District.

The Anaheim Campus achieved a milestone in the 2018 Fall Term with the completion of the second, fifth, and seventh floor construction projects. These projects, funded by the Measure J bond, provide significant upgrades to NOCE offices and technical job training facilities, as well as District offices.

- The previously underutilized proctor room on the second floor now houses two Student Success and Support Program (SSSP) offices for NOCE. Developed with DIRTT modular walls,



*5th Floor Electrical Program Lab*

primarily made of glass, these offices share an enhanced sense of style while maintaining privacy for student counseling appointments.

- On the fifth floor, Room 504 transformed from a lecture style classroom to an electrical training lab. The implementation of the lab brings NOCE one step closer to becoming an electrician trainee approved school by the State of California Department of Industrial Relations.
- NOCE hosted an open house of the seventh floor on September 7, 2018. This floor is home to English as a Second Language (ESL) Program offices, ESL Assessment Center and Proctoring Room, SSSP offices, SSSP Assessment Center, and a counseling office.

The Anaheim Campus construction projects will continue with the renovation of the tenth floor. The tenth floor will house District offices for the Educational Services and Technology Department, as well as teacher training space. The occupancy target date for this floor is March 2019.



*7th Floor Assessment Center*



*2nd Floor Counseling Offices*

# EMPLOYEES

*I WILL Support Student Success*



## NOCE Celebrates Retirees

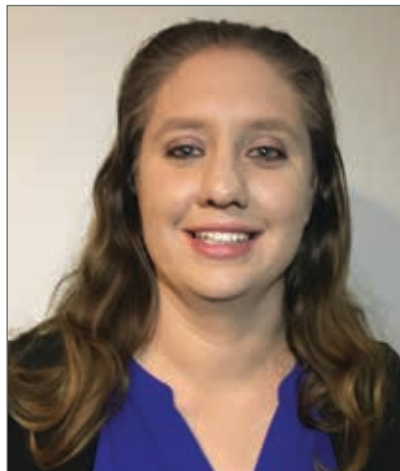


On April 18, 2018, NOCE celebrated the outstanding colleagues who retired at the end of the fiscal year as part of the Supplemental Employee Retiree Program (SERP) which provided an option to qualified employees to retire early. The group of honorees included faculty, management, and classified employees including:

- **Jill Myers**, Disability Support Services Instructional Assistant
- **Barbara Anderson**, Disability Support Services Instructor
- **Barbara Bennett**, Disability Support Services Instructor
- **Lucinda Wallis**, Administrative Assistant III
- **Jerry Jurado**, Testing & Assessment Specialist
- **Judy Matthews**, Admissions & Records Technician
- **Diane Mendoza**, Registrar
- **Lynda Gunderson**, Older Adults Program Instructor
- **Robin San Roman**, High School Lab Instructional Aide
- **Steven Jajo**, Custodian II
- **Glenn Struckman**, Facilities Coordinator

All the retirees have had long and fulfilling careers at NOCE and each one of them made a unique contribution to the history and the well-being of the institution. Their contributions were recognized not only by their roles but also by their individual personalities which were reflected in the table decorations for each honored retiree. Each of the retirees took to the "hot seat" while their supervisors highlighted their accomplishments. Finally, all guests had an opportunity to add to each retiree's "bucket list" by placing idea cards in garden buckets. The event was attended by more than 150 guests including current and many past NOCE employees, as well as many NOCE alumni and staff across the District. The event was a huge success thanks to the detailed planning and coordinating efforts of Executive Assistant III **Julie Schoepf**. Thank you to all of our employees for their hard work and commitment to NOCE throughout the years. You will be missed!

## NOCE Welcomes Two New Full-Time Faculty Members



### **Megan Reeves, Instructor, Disability Support Services-WISE Program**

**Megan Reeves** is not a newcomer to NOCE, working for the past ten years in many aspects of instruction and student services for the Disability Support Services (DSS) Program. Previously, she served as an NOCE adjunct faculty member teaching several DSS classes including Accessing the Community through Mobility, Basic Cooking, and the College to Career (C2C) Educational Support and Employment Preparation Lab. Reeves also teaches Job Skills, Communication at the Workplace, and Critical Thinking at Saddleback College, and has been co-teaching an I-BEST/Early Childhood Education class at NOCE. Having started her career at NOCE as an hourly assistant, Reeves has continued to grow and has made significant instructional contributions to programs started through both the North Orange County Regional Consortium for California Adult Education and the South Orange County Regional Consortium. She earned her Bachelor of Arts Degree in Liberal Studies from California State University, Fullerton and a Master of Arts in Special Education with an emphasis in Autism and Applied Behavior Analysis from Ball State University. In her new full-time faculty role, Reeves will lead the Work, Independence, Self-Advocacy, and Education (WISE) Program at the Wilshire Center.



### **Shelby White, Instructor, Lifeskills Education Advancement-Emeritus Program**

**Shelby White** comes to NOCE as the new full-time faculty member in the Emeritus Program, part of the Lifeskills Education Advancement Program (LEAP). Previously teaching in the Emeritus Program at Mt. San Antonio College in Walnut, White is an advocate for the students she serves and the staff with whom she works with. Having worked with older adults for 15 years, White has a vast amount of knowledge and experience providing direct instruction to the full span of students in a wide array of courses. She has led workshops for syllabus and lesson planning for faculty and has coordinated professional development activities. Additionally, White loves to collaborate and support staff on Student Learning Outcome development and implementation as well as curriculum planning and development. White also participates in advocacy efforts to support state funding for Emeritus classes. She is a member of the Association of Community and Continuing Education and has been a speaker at conferences and workshops. White received her B.S. in Kinesiology from California State University, Los Angeles and her M.G.S. in Gerontology from the University of La Verne.



## 2017/18 Outstanding Colleagues of the Year

Congratulations to the four winners of the 2017/18 NOCE Colleagues of the Year award! Outstanding Colleagues of the Year are recognized for their dedication to student success and the mission of NOCE. These 2017/18 recipients were nominated by their peers and awarded at the 2018 NOCE Opening Day event:

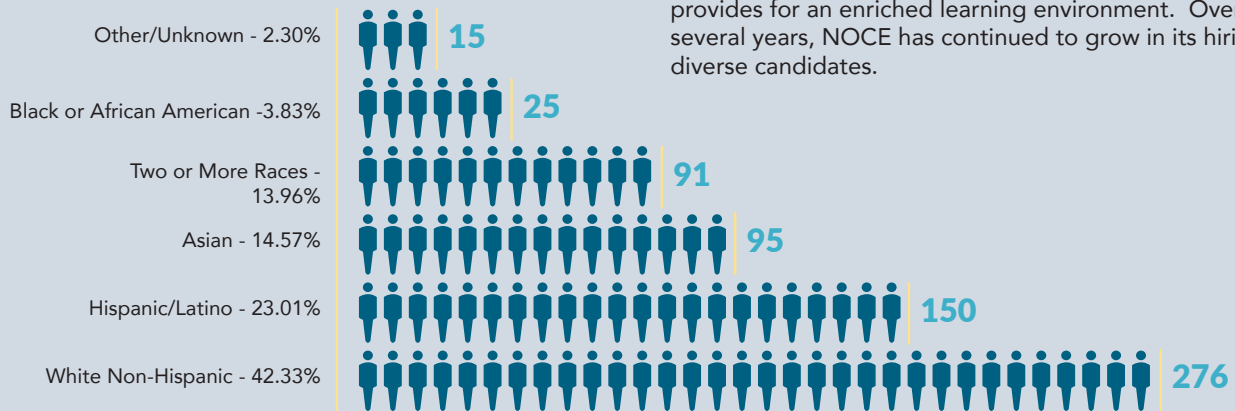
- **Jennifer Perry**, Instructional Assistant, English as a Second Language Program
- **Tina McClurkin**, Professor, Office Technology, Career Technical Education Program and Academic Senate President
- **Lori Dodson**, Adjunct Professor, Parenting Program, Lifeskills Education Advancement Program
- **Erin Sherard**, Assistant Professor, California Adult Education Program - Supporting Adults for Student Success



## 2017/18 NOCCCD North Star Award Winners

NOCCCD's North Star Award was established to recognize employees throughout the District for their outstanding contributions and work performance including striving for excellence, demonstrating initiative and creativity, promoting positive morale and service, and enhancing the overall image of the District. The NOCE North Star Awards were presented to the Interim Wilshire Center Dean, **Dr. Tina King**, and Director of the Center of Applied Competitive Technologies, **Norma Alvarado**. Dr. King was selected for her leadership in developing the first Office of Institutional Research and Planning and success metrics for noncredit education. Alvarado earned the North Star Award for advancing the economic development mission of NOCCCD in her role as Deputy Sector Navigator for the Advanced Manufacturing grant within the California Community Colleges. Their ability to go above and beyond in their duties while performing their regular job duties was a testament to their commitment to student success and our institution. Congratulations Tina and Norma!

## NOCE Employee Ethnicity



NOCE as an organization celebrates diversity. Honoring cultures and traditions of our faculty, staff, and students provides for an enriched learning environment. Over the last several years, NOCE has continued to grow in its hiring of diverse candidates.

**2017/18 Full-Time Equivalent Students (FTES)**

**\$5,150**

Reimbursement Rates for Career Development & College Preparation Courses:

- ✓ Certificates in ESL
- ✓ Elementary/Secondary Basic Skills
- ✓ Short-Term Vocational
- ✓ Workforce Prep

**\$3,097**

Reimbursement Rates for Noncredit Courses:

- ✓ Citizenship
- ✓ Parenting
- ✓ Health & Safety
- ✓ Courses for persons with substantial disabilities
- ✓ Emeritus

**29,331**

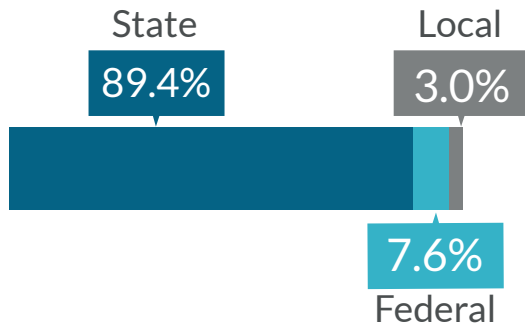
Unduplicated Head Count

**5,065.67**

Total FTES



**Funding Sources for NOCE**

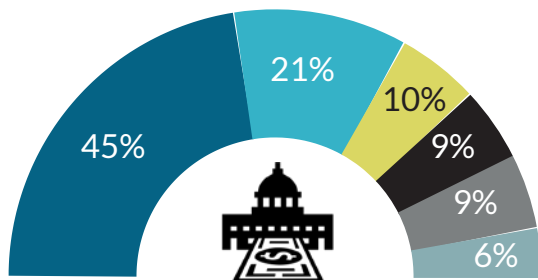


Total 2017/18 funding for NOCE

**\$32,649,986**

NOCCCD's North Orange Continuing Education (NOCE) received over \$32.6 million dollars in funding for the 2017/18 academic year. The vast majority came from state funding sources.

**Categorical Federal Funding**



- Adult Education & Family Literacy Act (AEFLA)
- English Literacy & Civics Grant (EL Civics)
- Disability Support Services-College to Career Program
- Job Access/Reverse Commute Grant
- Disability Support Services-Workability III Grant
- CTE- Perkins Title I-C

Total Federal Funding for NOCE

**\$2,468,526**

The largest portion of federal funding for NOCE during the 2017/18 year came from the Adult Education & Family Literacy Act (AEFLA). The EL Civics grant was the second largest funding source for federal funding. Both of these grants make up two-thirds of total federal funding for NOCE.

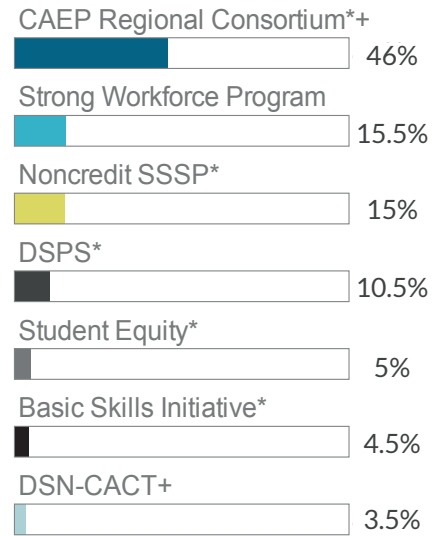


## Categorical State Funding



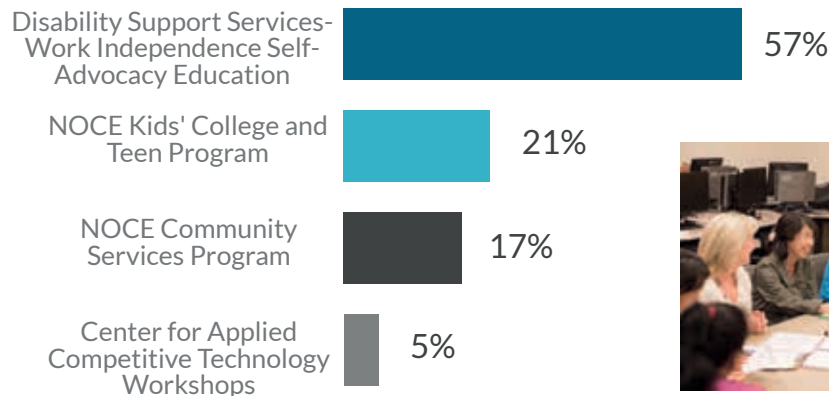
Total State Funding for NOCE  
**\$7,967,153**

The California Adult Education Program (CAEP) Regional Consortium comprised 46%, the largest proportion, of state funding revenues during 2017/18. The Strong Workforce Program was the second largest, making up 15.5%. Noncredit Student Success Support Program (SSSP) was the third largest contributor to state funding at 15%.



\*State allocated categorical programs  
+NOCE serves as fiscal agent and administrator of regional grants

## Local Funding



Total Local Funding for NOCE  
**\$952,429**

During the 2017/18 academic year, the majority (57%) of local funding came from the Work Independence Self-Advocacy Education (WISE) program which focuses on equipping students with disabilities with skills to live and work as independently as possible. Another 38% of local funding came from NOCE's Community Services Programs, which includes the Kids' College and Teen Program.

These infographics only include awarded contracts, grants and community service income.

Created by: The Office of Institutional Research and Planning

# FINANCIALS

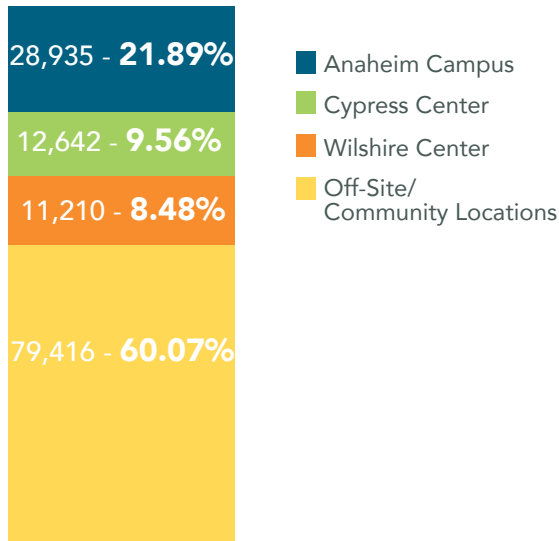
## 2017/18 NOCE GENERAL FUND EXPENSES

	Unrestricted General Fund	Categorical and other Restricted Funds	Total	Percentage of Total Expenditures
Academic Management Salaries	1,278,518.10	277,046.79	1,555,564.89	5.44%
Full-Time Faculty Salaries	2,517,255.97	573,928.38	3,091,184.35	10.82%
Part-Time Faculty Salaries	5,450,357.53	813,397.21	6,263,754.74	21.92%
<b>Total Academic Salaries</b>	<b>9,246,131.60</b>	<b>1,664,372.38</b>	<b>10,910,503.98</b>	<b>38.18%</b>
Classified Management Salaries	957,941.21	998,919.14	1,956,860.35	6.85%
Classified Staff Salaries	3,876,451.37	2,043,381.23	5,919,832.60	20.72%
Confidential Staff Salaries	103,269.11		103,269.11	0.36%
Hourly Staff Salaries	315,765.42	1,296,928.99	1,612,694.41	5.64%
<b>Total Classified Salaries</b>	<b>5,253,427.11</b>	<b>4,339,229.36</b>	<b>9,592,656.47</b>	<b>33.57%</b>
Employee Benefits	3,350,922.11	1,500,157.70	4,851,079.81	16.98%
<b>Total Salaries and Benefits</b>	<b>17,850,480.82</b>	<b>7,503,759.44</b>	<b>25,354,240.26</b>	<b>88.73%</b>
Supplies and Materials	143,711.64	631,241.55	774,953.19	2.71%
Other Operating Expenses	435,463.53	1,477,351.70	1,912,815.23	6.69%
Capital Outlay	52,224.14	479,150.60	531,374.74	1.86%
<b>Total Expenditures</b>	<b>18,481,880.13</b>	<b>10,091,503.29</b>	<b>28,573,383.42</b>	<b>100.00%</b>

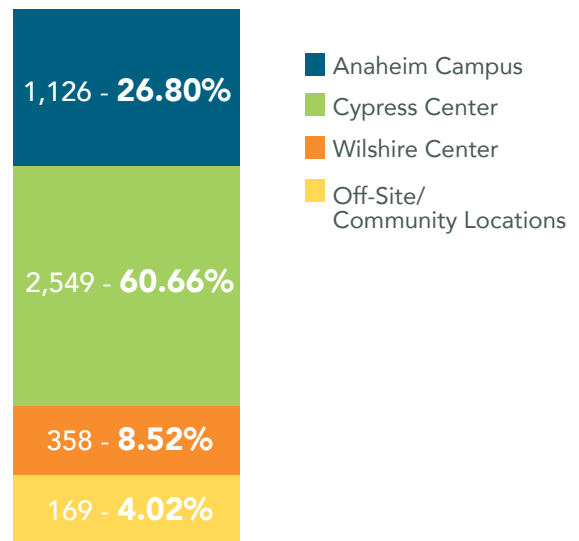


# MEASURING UP

## 2017/18 Enrollment by Location: Apportionment Courses



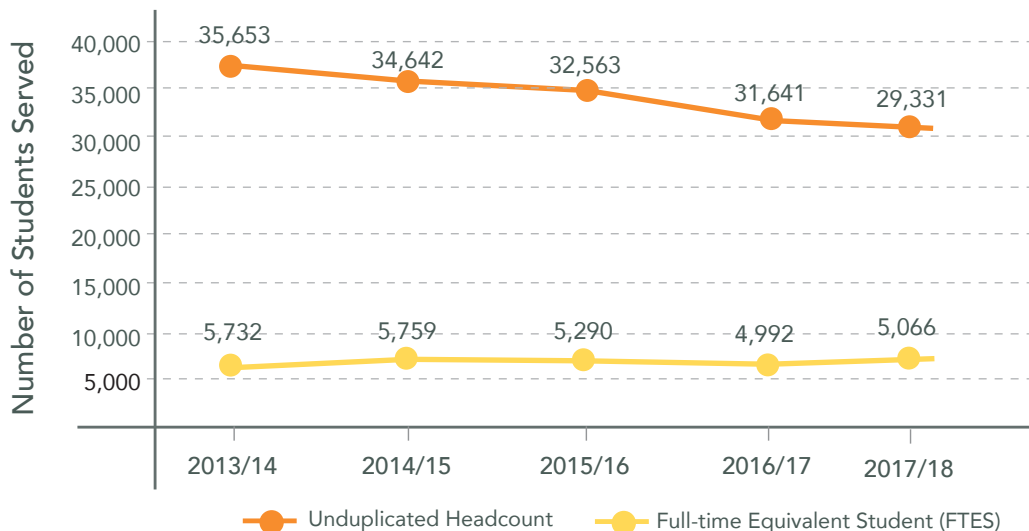
## 2017/18 Enrollment by Location: Community Service Courses



## 2017/18 Enrollment: Apportionment vs. Tuition vs. Grants

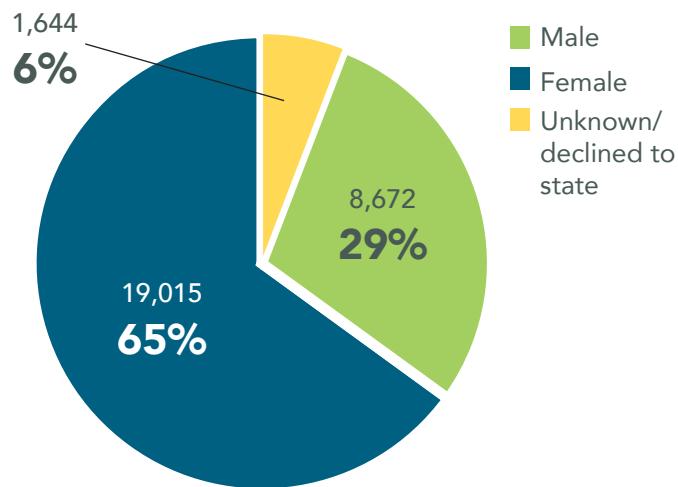


## 2017/18 Enrollment: Unduplicated Headcount & FTES

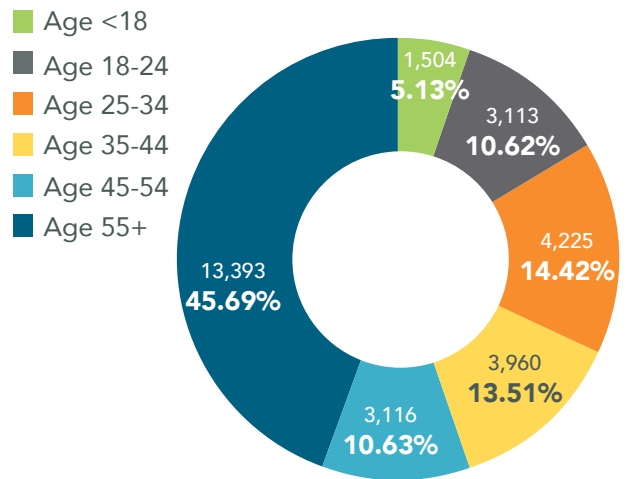


# MEASURING UP

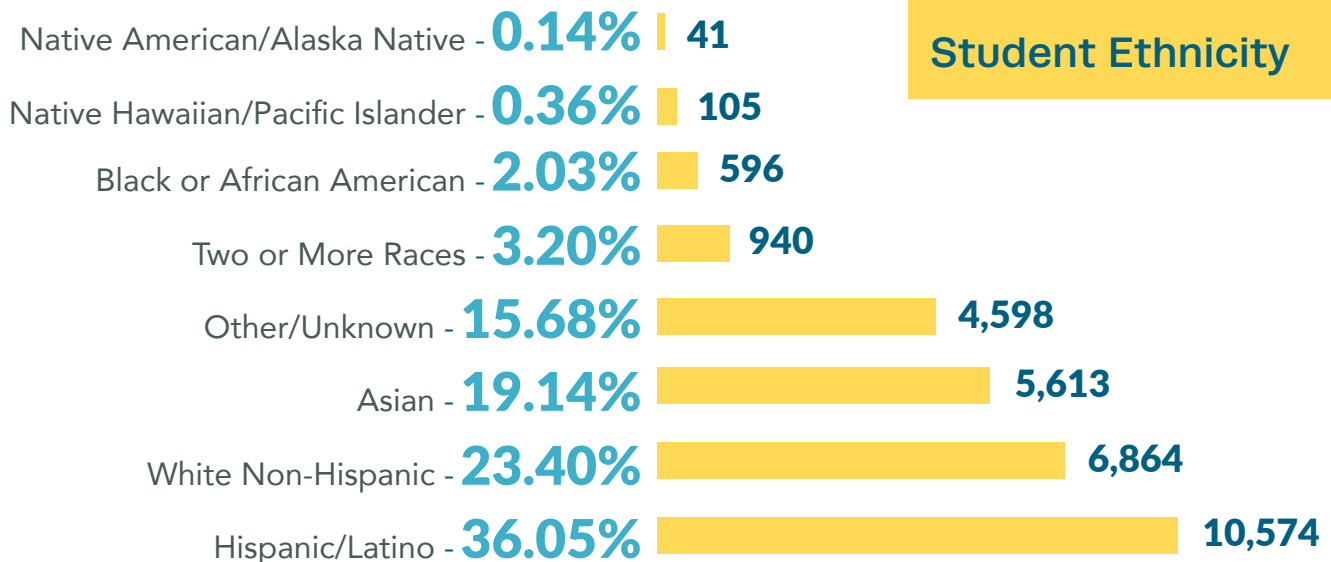
## Student Gender



## Student Age



## Student Ethnicity



## Students with Disabilities

### NOCE Students with Disabilities

2015/16  
(N=32,563)  
**4.86%**

2016/17  
(N=31,641)  
**4.46%**

2017/18  
(N=29,331)  
**4.73%**

# MEASURING UP

## NOCE Course Success Rate

	2016/17	2017/18
Course Enrollments with a Grade	123,934	119,623
Success	96,529	97,330
Success Rate	77.89%	81.36%

## NOCE Course Retention

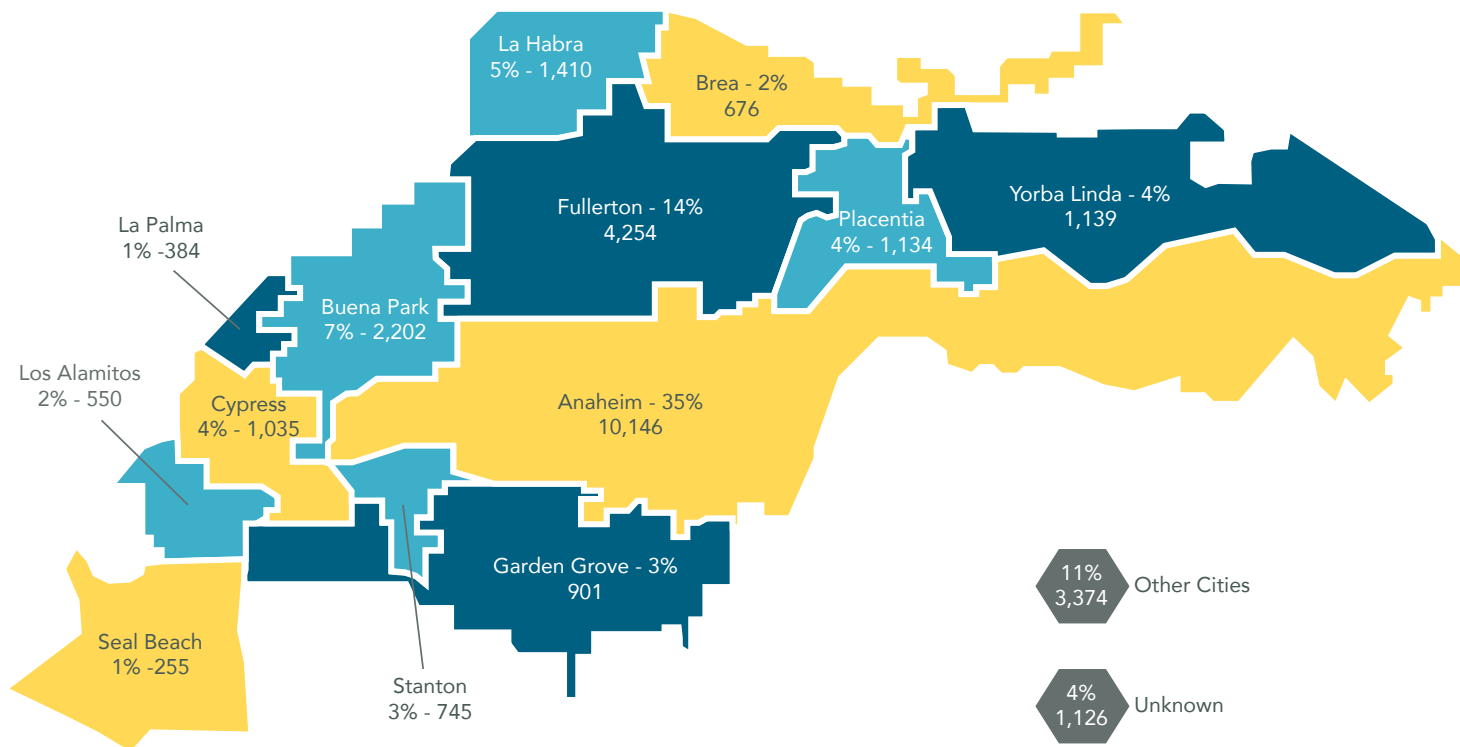
	Summer 2017	Fall 2017	Winter 2018	Spring 2018
<b>Academic Year 2016/17</b>				
N	24,307	34,012	33,900	31,715
Course Retention	21,657	29,076	28,469	26,540
Course Retention Rate	89.10%	85.49%	83.98%	83.68%
<b>Academic Year 2017/18</b>				
N	22,246	33,072	32,763	31,542
Course Retention	20,424	28,932	28,520	28,357
Course Retention Rate	91.81%	87.48%	87.05%	89.90%

## CTE Certificate and Diploma Completion

2016/17 CTE Certificates Awarded	<b>448</b>
2017/18 CTE Certificates Awarded	<b>451</b>
2016/17 High School Diplomas Completed	<b>253</b>
2017/18 High School Diplomas Completed	<b>266</b>

# NOCCCD DISTRICT SERVICE MAP

## 2017/18 NOCE Students of Residence



## Annual Report Credits

**Writer and Editor:** Jennifer Perez, NOCE Director of Campus Communications

**Contributing Writer and Assistant Editor:** Miranda Bates, NOCE Campus Marketing/Outreach Assistant

**Data Elements:** Dulce Delgadillo, NOCE Interim Director of Institutional Research and Planning, and the NOCE Office of Institutional Research and Planning

**Photos:** Jason Berry Photography, Jennifer Perez, Miranda Bates, Jazmin Lopez, Nancy Flores, Eric Chan, and Interact Communications

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**Graphic Design:** Vinh Van Dang, Graphic Designer, NOCCCD Printing and Design

**Printing:** Monica Farias, Director of NOCCCD Printing and Design, and staff

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NOCE Cypress Center  
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