I. Service Area Name: King City Center and South County Education Services

II. Date of Review: Summer, 2014

III. Service Area Mission Statement

The Hartnell Community College District’s King City Center (KCC) serves as a primary site for the coordination and delivery of educational programming and student services to the residents of the southern portion of the Salinas Valley, providing a wide range of stimulating opportunities that prepare students for university transfer, career satisfaction, community discourse, and lifelong learning.

IV. Service Area’s key duties, responsibilities, functions, activities, and tasks:

- Maintain HC operations in South County, serving students and faculty.
- Schedule and hire faculty in consultation with main campus
- Conduct regular student surveys and faculty evaluations as part of ongoing review cycles
- Reach out to the local community through presentations, membership on the Board of the King City Chamber of Commerce, meetings with business and educational leaders, marketing efforts through the local media, and test proctoring
- Schedule a rotating General Education and IGETC curriculum at various sites by three full-time faculty (commuting between Salinas and King City), along with adjunct instructors

V. Greatest strengths and most significant accomplishments during the past year:

- Added Quiet Study area and Library/Learning Resources facility to the King City Center
- Implemented the first “Panther Prep” Orientation Day for incoming graduates from King City and Greenfield High Schools
- Maintained one-stop services with reduced staff
- Added Literacy Support for South County students and started piloting the software district-wide
- Instituted a “South County Educational Leader” scholarship program with the Foundation that placed seven students as tutors in local K-8 schools
Strengthened connections with Student Senate, obtained funding for plasma screen
Procured donations through the King City Rotary Club Foundation’s textbook program to benefit South County students
Added security features to the King City Center, including additional guard, loudspeakers, and glass casements for service windows

VI. Major challenges during the past year—that is, the aspects that are most in need of improvement:

- Inadequate library and technology services
- Unmet literacy development needs, particularly with students enrolled in ECE and ADJ
- Limited access to financial aid assistance and bilingual help
- Limited availability of affordable instruction for ESL learners
- Staffing issues with faculty (Math, English, Biology)
- Increased crime activity in vicinity, necessitating deployment of additional security guard and installation of glass casements for front desk
- Increased need for placement testing, assistance with concurrent enrollment, cashiering, and bilingual services, including on Saturdays and evenings, requiring addition/reinstatement of a second bilingual enrollment specialist
- Ongoing technological support issues – long service delays, insufficient printing facilities for students and aging computers in need of replacement
- Increase in behavioral issues requiring crisis counseling (with limited availability in South County) and staff training
- Adjunct faculty simultaneously employed by other colleges, 1/3 only residing in S. County

VII. Brief summary of continuous quality improvement actions to be taken that will help to build upon strengths and address challenges.

- Student and faculty surveys will measure increase in satisfaction with learning resources
- Monitoring of Reading Plus software program, being piloted by English faculty district-wide
- Request funding to hire full-time bilingual Enrollment Services Specialist
- Schedule ESL lab with self-paced software and reinstate limited non-credit ESL offerings
- Ensure faculty satisfaction with services through surveys; schedule more FT faculty in S. Cty
- Emergency preparedness, to add fire evacuation drills to lock-down drills and explore installation of surveillance cameras; joined monthly 4C4P meetings to stay apprised on gang activity
- Counseling services added to Soledad, to be measured by service calls and satisfaction surveys
- Increased outreach needed to Greenfield, currently only hosting one college class
- Continued coordination with DSPS, EOPS and TRIO for parent outreach to the feeder high schools, possibly via Gear-Up grant
- Request funding to hire staff for weekly IT maintenance
- Request funding for staff and counselor training in assisting students in crisis.