



Skyline College

Program Review Update Report 2025 - 2026

SKY SS - Sparkpoint

Ellen Murray


[Ellen Murray \(Jun 29, 2026 15:03:36 PDT\)](#)

06/29/2026

SKY Student and Learning Support Services Program Review Update

Submitter Name:

Chad Thompson

Submission Date:

11/14/2025

DIVISION:

Counseling, Advising, and Matriculation (CAM)

PROGRAM NAME:

SparkPoint

YEAR OF REVIEW

2025 - 2026

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

Data has been diligently collected throughout the year, but PSLOs are only assessed at the end of the academic year.

ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

We have learned that Financial Coaching Clients are much more likely to engage in additional support services once they have made the decision to meet with the financial coach. Similarly, the Financial Coach is much more capable of making a relevant and impactful resource connection or referral once they have learned more about the student's financial, academic and life situation.

iii. Are the PSLOs still relevant to your program? If not, what changes might be made?

Our PSLOs are relevant, but criterion may be too low, since it is easily met. We may want to collect or analyze our data in such a way as to more accurately track causality instead of correlation.

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

Yes

Updated the Improvement Platform with new and/or changed PSLOs after approval by the appropriate person(s)

Yes

Updated the program website with new and/or changed PSLOs after approval by the appropriate person(s)

Yes

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

N/A

Goals & Resource Requests

Food Pantry and Just-in-Time Grocery Distribution

-Goal: Provide a greater number of students with free groceries during times and modalities that are most convenient for them.

-Desired Impact: Food Pantry and Just-In-Time Grocery Distributions have been our highest growing services over the last few years. However, as we enter a new post-COVID phase as a college and community, we will need to improve and adjust these services to accommodate the ever-changing needs of our students.

Year Initiated

2022 - 2023

Goal Status

Active

Implementation Step(s) and Timelines

-Send out quarterly surveys to our food pantry participants to ascertain preferences for modality, schedules, types of grocery items and suggestions.

-Re-institute bi-annual focus groups to collect qualitative feedback about our grocery services.

-Purchase additional refrigeration units to increase our weekly food pantry capacity.

Mapping

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

- SKY College Values: (X - Selected)

- **Campus Climate:** undefined (X)
- **Community Partnership:** undefined (X)
- **Open Access:** undefined (X)
- **Social Justice:** undefined (X)
- **Student Success and Equity:** undefined (X)

UPDATE

Goal Update Date

03/26/2026

Academic Year Updated

2025 - 2026

Goal Update

On Schedule

Goal Update Narrative

SparkPoint has provided 3,477 grocery distribution touchpoints so far in FY26, which is increase slightly from 3,447 at this point last year. We continue to college survey feedback for improvements to service and have plans for a Spring semester focus group.

Goals & Resource Requests

Supporting Men of Color

Goal: Serve more Black, Filipino and Hispanic/Latino male students.

Desired Impact: We have identified that male students and particularly male Black, Filipino and Hispanic/Latino students persist at a higher rate when participating in SparkPoint. However, we have also seen that SparkPoint is undeserving those same populations. By serving more of these student populations, we hope to increase their persistence rates.

Year Initiated

2022 - 2023

Goal Status

Active

Implementation Step(s) and Timelines

- Sparkpoint staff will develop new outreach strategies and curriculum to actively engage these students on campus.
- Collaborate with Brothers Achieving Milestones to collect feedback.
- Partner with other programs who may also share the goal of increasing persistence for these populations.

Mapping

- SKY College Values: (X - Selected)

- **Academic Excellence:** undefined (X)
- **Campus Climate:** undefined (X)
- **Open Access:** undefined (X)
- **Social Justice:** undefined (X)
- **Student Success and Equity:** undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

UPDATE

Goal Update Date

03/26/2026

Academic Year Updated

2025 - 2026

Goal Update

Behind Schedule

Goal Update Narrative

SparkPoint has not made any meaningful change to its service population, but this remains a strategy that we would like to pursue.

Supporting Younger Students

Goal: Serve more students age 18-22 and under 18.

Desired Impact: We have identified that we have historically underserved young students and particularly students age 18-22 and under 18. By serving more of these student populations, we hope to increase their persistence rates.

Year Initiated

2022 - 2023

Goal Status

Active

3/30/2026

Goals & Resource Requests

Implementation Step(s) and Timelines

-We will collaborate with Middle College and counselors working with first year students to solicit input on new outreach strategies, curriculum and services.

Mapping

- SKY College Values: (X - *Selected*)

- **Academic Excellence:** undefined (X)
- **Campus Climate:** undefined (X)
- **Open Access:** undefined (X)
- **Social Justice:** undefined (X)
- **Student Success and Equity:** undefined (X)

- SKY Strategic Goals: (X - *Highlight Selected*)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

UPDATE

Goal Update Date

03/26/2026

Academic Year Updated

2025 - 2026

Goal Update

Behind Schedule

Goal Update Narrative

We have not made a meaningful change to our service population and we have not increased the number of students under the age of 22. However, this remains a strategy that we intend to pursue.

Financial Coaching and Benefits Access Expansion

Goal: Increase the number of students receiving benefits support services and financial coaching.

Desired Impact: Increased bundling of SparkPoint services, and increased persistence for SparkPoint participants.

Year Initiated

2022 - 2023

Goal Status

Active

Implementation Step(s) and Timelines

-We will work to increase our resource offering and service capacity in these areas beyond the number of specific staff as we move from a hub model to a more distributed service model.

-Re-establish peer-to-peer CalFresh support model by hiring and training skilled student workers.

-Build up Basic Needs services knowledge and skills for newly hired SparkPoint Program Services Coordinator.

Once they have additional capacity for Basic Needs services, this will also increase the financial coaching capacity for our other SparkPoint Coordinator.

-Engage in on-going professional development around financial coaching and benefits programs.

Mapping

- SKY College Values: (X - *Selected*)

- **Academic Excellence:** undefined (X)

Goals & Resource Requests

- **Campus Climate:** undefined (X)
- **Open Access:** undefined (X)
- **Social Justice:** undefined (X)
- **Student Success and Equity:** undefined (X)

- SKY Strategic Goals: (X - Highlight Selected)

- **Antiracist and Equitable Institution:** Be an antiracist and equitable institution (X)
- **Student Support and Resources:** Ensure that all students have the support and resources needed to achieve their educational goals (X)
- **Thriving Environment:** Foster a thriving learning and work environment (X)

UPDATE

Goal Update Date

03/26/2026

Academic Year Updated

2025 - 2026

Goal Update

On Schedule

Goal Update Narrative

The number of financial coaching clients has remained consistent and has not increased, although we have increased our emphasis on CalFresh supports and basic needs resource distribution.