

Name of Institution: City College of San Francisco

Partnership Resource Team Members: Jeff Stephenson (Lead), Jeanine Hawk, Tina Mendoza, and Aeron Zentner

Area of Focus	Institution's Point Person or Group, If Known	Heard during the Visit: Institutional Activities Underway (Positive Steps Taken or in Progress)	Heard during the Visit: Ideas Expressed by the Institution (Issues, Challenges, Desired Solutions)
A. Student Affairs Division: Administrative structure and staffing		<ol style="list-style-type: none">1. There are willing and dedicated employees that want to help students2. The college has a Reimagining the Student Experience (RiSE) program for Guided Pathways.3. People enjoy working at CCSF and are willing to work but need guidance.4. Individuals are passionate and dedicated to the college and the students.5. Virtual counters appear to have worked well while in COVID remote operations.6. Discussion of success networks and student coaches.7. Very proud of the diversity of the college.8. Proud to offer a variety of services to the students.9. Mention of the Student Services Ad Hoc Committee to help improve areas of Student Services.10. Proud of the opening of SparkPoi	

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