

Student Services
Departmental Goals and Assessment Plans 2011-2012

Department Name: TRiO/Student Support Services

Departmental Goals for 2011-2012

1. 2011-2012 TRiO/SSS meet or surpass SSS approved retention, graduation, transfer objectives.
2. 2011-2012 TRiO/SSS fall conference questionnaire.

Project (Assessment) Title: 2011-2012 TRiO/SSS meet or surpass SSS approved retention, graduation, transfer objectives.

College Priority & Objective:

Strategic Priority II – Improve Student Access and Success

Objective II A - Increase student participation in varied and integrated learning pathways that meet their needs for flexible delivery and scheduling of higher education.

Objective II D - Improve student participation in advising, learning support and noncurricular activities that are related to student persistence.

Objective II E - Improve student completion of desired educational goals: certificates, degrees, and successful transfer to four year colleges and universities.

Methodology (Plan/Timeline/Method): Track and document student retention, graduation and transfer rates. As proposed in SLCC's federal SSS grant, 70% of all participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate and/or transfer to a 4-year institution; 30% of each cohort of students will graduate with an Associate's degree within 4 years, and 20% of each cohort will transfer with an associate's degree or certificate within 4 years. Each year SSS prepares an Annual Performance Report that includes 36 data elements for all SSS students still enrolled at SLCC. Data for the APR is collected from Banner. Screens are printed for documentation. APR codes are entered into a database. APR is submitted to the US Dept of Ed.

Results/Findings are based on the 2010-11 APR. SSS student outcomes substantially exceeded the objectives outlined in the proposal.

-95% (189/200) of participants served by the project in 2010-11 persisted (25 graduated and transferred, 10 graduated only, 6 transferred only, 148 enrolled at SLCC fall term 114)

-54% (31/57) of the 2007-08 new participant cohort graduated with an associate's degree.

-37% (21/57) of the 2007-08 new participant cohort transferred to a 4-year institutions and graduated with an associate's degree.

Actions Taken:

Student enrollment, graduation and transfer data is collected throughout the year and is continually reviewed by the SSS staff so they can intervene with students and make adjustments to programming as needed. One specific area that staff reviewed is the student Individualized Education Plan - how to help students use the IEP as a guide to graduation and transfer and to measure semester by semester academic progress.

Project (Assessment) Title: 2011-2012 TRiO/SSS fall conference questionnaire.

College Priority & Objective:

Strategic Priority I – Enhance Quality Higher Education

Objective I A - Implement a college-wide Student Learning Outcomes Assessment program to:

- Improve teaching and learning
- Integrate assessment of Student Learning Outcomes in: Academic programs, General Education, Student Services

Strategic Priority II – Improve Student Access and Success

Objective II A - Increase student participation in varied and integrated learning pathways that meet their needs for flexible delivery and scheduling of higher education.

Objective II D - Improve student participation in advising, learning support and noncurricular activities that are related to student persistence.

Objective II E - Improve student completion of desired educational goals: certificates, degrees, and successful transfer to four year colleges and universities.

Methodology (Plan/Timeline/Method): TRiO/SSS Fall conference (theme: Your Life is Calling: Will You Answer?) will be held 8/22/11. As the conference is developed, SSS will identify specific learning objectives. Participants will be asked to complete a questionnaire at the end of the conference about what was impactful to them, what they learned and how they are going to use what they learned to stay in college. Responses to questionnaires will be tallied and reviewed by staff to develop additional services during the year.

Student Services learning outcome:

Acquire knowledge

Display practical competence & interpersonal skills.

Results/Findings:

53 participants attended the TRiO/SSS Fall conference on 8/22/11 and 50 completed the evaluation. The theme was *Your Life is Calling: Will You Answer?* The conference was designed to help participants: become familiar with financial issues and learn budgeting techniques; engage in self-appraisal and self-understanding; and learn how campus resources can enhance their education. 96% (48/50) responded on the evaluation that they learned the importance of budgeting and the impact of student loans. 92% (46/50) responded that they will use a budget more wisely, determine wants vs. needs, and be more careful taking loans and making loan payments. 89% (41/46) of participants who responded to 'what I discovered about myself today' said they will follow their passion/calling or they will continue to discover what it is.

Actions Taken: Evaluations included comments on how to improve the conference and suggestions for future conferences. Staff reviewed the evaluations and incorporated recommendations into spring conference "Elevate Life", January 5, 2012. Staff also reviewed the financial literacy learning outcomes in order to develop future workshops.

6/27/12