Student Services
Departmental Goals and Assessment Plans 2014-2015

Department Name: TRiO Programs, Student Support Services Program

Departmental Goals for 2014-2015 (not all of these have to be assessed)

1. The TRiO/SSS Program staff will successfully complete the 2015-2020 Grant Proposal application by the required Fall 2014 deadline.
   - **Successfully submitted by the revised due date of February 2, 2015, with an anticipated award notification date of August 10, 2015.**
2. The TRiO/SSS Program staff will successfully complete the 2013-2014 Annual Program Performance Report by the required Fall 2014 deadline.
   - **Successfully submitted on December 1, 2014.**
3. The TRiO/SSS Program staff will successfully begin their program review the end of Spring 2015.
   - **The decision was made to delay until Spring 2016 the Program Review for TRiO/SSS due to the grant writing cycle.**
4. The TRiO/SSS Program will successfully migrate the current desktop Access database information to the Student Access online database system by the end of Spring 2015.
   - **Migration is complete.**
5. The TRiO/SSS Program staff will be trained on the use of the Student Access online database for storage and retrieval of TRiO/SSS student information by the end of Spring 2015; however training is ongoing.
   - **Staff has been conducting in-service training as well as revising and developing new procedures and forms that will assist in documentation required by the Department of Education. Training is ongoing.**

Project #1 (2014-2015 TRiO/SSS Transfer Planning):

College Priority & Objectives
Strategic Priority II – Improve Student Access and Success
Objective II A – Improve completion rate of low-income and first-generation college students.
Objective II D – Improve students' participation in advising, learning support, and non-curricular activities that are related to student persistence.
Objective II E – Improve students' completion of desired educational goals: certificates, degrees, and successful transfer to four year colleges and universities.

Methodology (Plan/Timeline/Method): TRiO/SSS Program Staff targeted program participants, who participated on campus visits, to reflect upon their perception of the trip's benefits to them. As a result of the campus visit, several benefits and resources were identified that assist program participants in retention and graduation, along with influences to enroll or not to enroll.

Results/Findings: Program participants: gained knowledge of campus resources; appreciated the interaction with an academic advisor; appreciated the experience of identifying different programs and majors; exploring library and study group resources, and appreciated learning about scholarship opportunities.

Actions Taken (Use of Results/Improvements): Future campus visits to the university should include contacting academic advisors in major specific fields' not just generalists.

Due to VP every year on August 15th

Other Notes

Project #2 (2014-2015 TRiO/SSS Financial Literacy):

College Priority & Objectives
Strategic Priority II – Improve Student Access and Success
Objective II A – Improve completion rate of low-income and first-generation college students.
Objective II D – Improve students' participation in advising, learning support, and non-curricular activities that are related to student persistence.
Objective II E – Improve students' completion of desired educational goals: certificates, degrees, and successful transfer to four year colleges and universities.

Methodology (Plan/Timeline/Method): All program participants in the 2014-2015 cohort registered as users of CashCourse.org to increase their financial literacy. SSS Advisors nudged program participants to complete two assignments specific to their individual circumstances as determined in the intake process.

Results/Findings: Verbal confirmation regarding the registration process was received and students reported increased understanding of how to manage their financial resources more effectively.

Actions Taken (Use of Results/Improvements)

Other Notes

Project #3 (2014-2015 TRiO/SSS Learning Support/Tutoring):

College Priority & Objectives
Strategic Priority IV – Strengthen Institutional Support
Objective A – Increase staff participation in joint department meetings to advance a culture of collaboration and sustainability throughout the institution.
Objective E – Increase staff participation in joint department meetings that are informed by scheduled student activities and professional development opportunities.

Methodology (Plan/Timeline/Method): TRiO/SSS Program Staff surveyed program participants after each tutoring session on what was impactful in the learning experience.

Results/Findings: Program participants' active involvement in providing specific examples of participatory behavior, creative thinking, and engaged learning.

Actions Taken (Use of Results/Improvements): Continuing with frequent interaction and feedback improves tutoring interaction for student learning.