

## Student Services

### Departmental Goals and Assessment Plans 2014-2015

**Department Name:** Student Conduct and Support Services

Department Goals for 2014-2015:

1. Ensure that the College faculty, staff and students are aware, knowledgeable and trained in the following:
  - a. Student Code of Conduct
  - b. Title IX complaints
  - c. BIT (Behavioral Intervention Team) – Student Concerns
2. Collaborate with Horizonte Instruction and Training Center to facilitate a meaningful program designed to help current Horizonte students transition to Salt Lake Community College, which includes working with the Horizonte Staff/volunteer assigned to serve as SLCC liaison to the program.
3. Engage with the larger community on behalf of the College, and especially the School of Applied Technology, through participation in: State of Utah Refugee Providers Network; Department of Workforce Services Youth Advisory Committee; City of Salt Lake Gang Task Force; Granite School District Granite Peaks Lifelong Learning Council

#### **Project (Assessment) Title: 2014-2015**

Collaboration with Horizonte Instruction and Training Center: Provide support services to help improve Horizonte students' engagement, persistence and retention at Salt Lake Community College.

College Enrolled Students – DISCOVER SLCC (previously called Pathways Transition Program). This is a voluntary program in which these students, as they enroll at Salt Lake Community College, are encouraged to participate. The intention of the program is to provide support and intervention when these identified students appear to struggle with their success in college. With support from both professional staff as well as student peers, it is hoped that such students will be better equipped to deal with issues that could impair their educational success so that they can successfully move toward their educational and career goals.

DISCOVER SLCC eligible students include individuals who have graduated from or received their GED while attending Horizonte High School. A number of students have been participating in the WIOA (formerly LYFE) program with the Department of Workforce Services, or may have graduated from another recognized alternative high school in the Salt Lake Valley. A group of refugees are supported by the Refugee Education Initiative, while others are sponsored by the Utah State Office of

Rehabilitation. Some students received a scholarship from Horizonte to facilitate the costs of their college education.

### **College Priority and Objective**

Strategic Priority II – Improve Student Access and Success

- \*Provide access to students underrepresented in higher education
- \*Provide access to students underprepared for higher education
- \*Support students to become successful and engaged learners

### **Student Services Student Learning Outcomes**

- \*Acquire knowledge of campus culture and resources
- \*Display practical competence and intrapersonal skills
  - A. Achieve personal and academic goals; include degree attainment, and/or further education
  - B. Prepare for their chosen career

### **Methodology (Plan/Timeline/Method):**

- Pre-Enrollment Support – Horizonte staffing for the 2014-2015 school year. Horizonte High School created the position of a College Liaison, a high school staff position assigned to work exclusively with Horizonte enrolled students preparing for College. This staff position worked closely with the Director for Student Conduct and Support Services as a college volunteer located at Horizonte Instruction and Training Center.
  - The intention of this position was to educate Horizonte students, staff and faculty concerning enrollment options and processes as they encouraged students to consider Salt Lake Community College for their post-high school experience.
  - This Liaison was responsible for helping students in:
    - completing their College application for admission,
    - directing them to financial aid resources including applying for the Horizonte scholarship,
    - explaining the benefits of a College education, and
    - helping such students as they considered future career goals
  - The Liaison worked closely with Horizonte faculty and staff, who assume a role of primary educational advisors for such students. The Liaison provided group presentations as needed.

- As determined by Horizonte’s expressed needs, the Liaison was involved in classroom activities as well as faculty training and one-on-one meetings with students to encourage them to attend classes and track their progress.
- Horizonte Instruction and Training Center facilitated a “Spring Bridge to College” program for Horizonte Scholarship recipients. For 7 weeks, three days per week, 30 Horizonte Scholarship recipients attended a Horizonte program preparing these students for college, on the South City Campus. First Year Experience staff provided significant support for this effort, helping students to register for classes and complete their Accuplacer or other college enrollment testing.
- Enrolled student Support – DISCOVER SLCC
  - DISCOVER SLCC matched new, underrepresented students with a trained peer mentor.
    - The Director was responsible for the general administration of the program including recruitment and supervision of mentors as well as hands-on support of the program.
    - These mentors successfully completed at least 24 credit hours at Salt Lake Community College.
    - Mentors provided support and guidance to students enrolled in the DISCOVER SLCC program (mentees) by maintaining regular contact with those students, doing homework together, and referring mentees to appropriate college services.
    - The mentors maintained a log to report their contact with their mentees.
    - Mentors were supported by Diversity tuition waivers.
  - Underrepresented Students Work Group.
    - An Underrepresented Student Work Group was created.
    - Participants included representatives from Horizonte, Department of Workforce Services, Granite School District, Juvenile Justice Services, Refugee Education Initiative, School Relations, Financial Aid, School of Applied Technology, Una Mano Amiga

**Results/Findings:**

The Horizonte College Liaison was in place from the beginning. He was eventually hired as a Horizonte employee but was granted “volunteer” status at the College so that he could help to facilitate student issues. For Spring semester 2014 the liaison worked with the director to create the Bridge to College program for Horizonte scholarship recipients. This seven week high school program was held on the South City Campus with these high school students

coming to the college three days per week. The First Year Experience program offered support for registering for classes. This program was refined and repeated for Spring 2015.

DISCOVER SLCC began the 2014-15 school year with six mentors and a goal of supporting up to 60 students as mentees. Fifty-four (54) students applied for the program and registered for classes during the course of the year with an average participation of 27 enrolled students at any given time.

The mentors received weekly training throughout the school year in order to support these mentees. They also participated in the pre-fall semester leadership training program through Student Life and Leadership. They learned communication skills and about various services available for students at the College. They maintained regular contact with their assigned mentees.

Mentors maintained regular contact with their mentees, most often either face to face (43% of contacts) or via text messaging (47% of contacts). Most of these contacts (67%) were 30 minutes or less in length. More of these contacts (43%) were simply "checking in" rather than anything more specific, though 36% of contacts were to answer questions (23%) or to help students discover resources (13%). Sixty percent (60%) of contacts dealt with something other than (not specified) registration, financial aid, tutoring or books. When participants did request assistance with specific college issues, 90% of referrals were to Academic Advising (34%), Financial Aid (28%) and/or Tutoring (27%). Other resources that participants were referred to included: Library (9%); Student Life/Clubs (9%); Health and Wellness (7%); Student Employment (6%); One Card (6%); Child Care (1%); Parking Services (1%); and Disability Resource Center (.3% - 1 actual referral). Throughout the school year, mentors had received specific training concerning all of these areas.

At the end of the fall 2014 semester, 7 of 27 students who had registered for fall classes did not continue into the spring 2015 semester. This represented a 74% rate of persistence from fall 2014 to spring 2015.

Seven new students registered for classes and joined the program for spring 2015, bringing the total number of participants registered for classes back up to 27. Of these, 2 graduated from college at the end of the semester. Of the remaining 25 students who took classes in spring 2015, 22 have to date registered for continuing classes in either summer, fall or both. This represents an 88% rate of persistence.

#### **Actions Taken (Use of Results/Improvements):**

While participating students demonstrated success with an average persistence rate of 80% from fall to spring semester, the total number of participants remained low. Over the course of the year, several changes were implemented with intention to improve the program, including participation numbers. First, the name was changed from "Pathways" to "Discover SLCC". There was some confusion in the larger community with another program called "Pathways" and this change clarified that this is a unique SLCC program.

Second, in consultation with the program Director, Horizonte agreed to make participating in DISCOVER SLCC an integral part of their scholarship program for students. If students receive a Horizonte Scholarship, then those students are expected to participate in DISCOVER SLCC. An improved Spring Bridge to College program was initiated for these students in 2015. Of nearly 50 students qualifying for scholarships, 30 registered for the program. In this second iteration, participation was limited to traditional (i.e. not adult) high school students. Scholarship students were also required to complete their college application and placement testing before the program began.

Third, the Refugee Education Initiative, in consultation with the director, changed procedure such that, with but rare exception, new sponsored students will attend SLCC. In turn, these students will participate in DISCOVER SLCC.

Fourth, an “Underrepresented Students Work Group” was created with the following stated purpose:

*“The purpose of this group is to provide support for underrepresented students to both access and then succeed at Salt Lake Community College as they achieve their educational or career goals.”* Membership initially included Horizonte Instruction and Training Center, Refugee Education Initiative, and Department of Workforce Services Youth Services program, along with the College School Relations Department. DWS Refugee Services were invited to participate, as well as Granite School District representatives who had responsibility for refugee and other underrepresented students. Granite Peaks Adult Education was invited to be represented along with NeighborWorks, a community organization contracted by Salt Lake City to work with youth seeking to leave gangs as well as providing other services to underrepresented youth. As awareness of this group spread, requests to join the conversation came from the DWS Youth Aging out of Foster Care program as well as Juvenile Justice Services. The Utah College Advising Corps, a coalition of high school guidance counselors, was invited to join as well as the SLCC Financial Aid office. The School of Applied Technology Associate Dean for English as a Second Language and Adult Basic Education requested a seat at the table for this monthly meeting and representation for Una Mano Amiga, another peer mentoring program directed specifically for Hispanic students has also joined the work group.

### **In Conclusion:**

For the 2015-16 school year, a participant goal of 100 students has been established which will require 10 peer mentors. Thirteen Discover participants from the 2014-15 school year are already registered for fall 2015 classes and will participate in the program. Applications for the program have been received from 25 incoming Horizonte scholarship recipients; others are expected. Two additional applications have been received, to date, from clients of the Department of Workforce Services, bringing the total number of program participants to 40. The Refugee Education Initiative expects to support 25 new students who will become part of the program. The participant goal of 100 appears modestly reasonable, with potential to exceed this goal as resources to support it become available.