STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: Upward Bound-Centennial High School

Prepared by: Eva Amezola, Director

I. Student Services Area Overview

1. Mission Statement
Norco College Upward Bound provides students with academic guidance, personal development and fundamental support to participants in their preparation for college entrance. The program provides opportunities for participants to succeed in their precollege performance and ultimately in their higher education pursuits. (Revised Fall 2015)

2. Philosophy Statement
Upward Bound provides services designed to increase students' knowledge and academic performance in order to meet postsecondary eligibility. The goal of Upward Bound is to increase the rate at which participants enroll in and graduate from postsecondary intuitions. (Revised Fall 2015)

3. Summary
- Guide students with the college application process, financial aid, and enrollment into a postsecondary institution.
- Provide opportunities for participants to visit four-year universities, cultural, and career related fieldtrips.
- Provide opportunities for participants to do career exploration and life planning.
- Offer activities to prepare students with the transition from high school into postsecondary institutions. Including a 2 year and 4 year UB Bridge track.

4. Strengths
1. **81** percent of participants served during the academic year 2015-2016 had a cumulative GPA of 2.5 or better at the end of the school year.
2. **96** percent of UB seniors served during the project year, achieved at the proficient level on state assessments in reading/language arts and math.
3. **100** percent of project participants served during the academic year 2015-2016 continue in school for the next academic year 2016-2017, at the next grade level, or graduated from secondary school with a regular secondary school diploma.
4. **92** percent of seniors that graduated in spring 2016 enrolled into an institution of postsecondary education by fall 2016.

5. Students Served
The Upward Bound Program-Centennial High School served 77 students from Centennial High School during the year 2015-2016. Our students met at least one of the three criteria:
1. Low-Income *(per established federal guidelines)*

2. First Generation, potential college students *(self-reported)*
3. Demonstrated Academic Need *(per their school transcript grades)*
4. 2/3 of participants are both low-income and first generation potential college students.

II. Assessing Outcomes

Report on 2015-2016 Assessment Plan and Objectives for Student Services Area: Upward Bound Program-Centennials.

Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

- In Centennial H.S. 71.7% of students continue to the next academic year. Our goal is to improve the high school retention rate of program participants from one academic year to the next by at least 13.3%.
- In Centennial H.S. 44% of students achieve proficiency level on state assessments. Thus our goal is to improve program participants' academic performance in standardized tests by 6%.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B)Moved to Strengths C) Discontinued (please state why)
1.	Improve program participants' knowledge of postsecondary education academic requirements.	**SLO**: UB participants will demonstrate knowledge and understanding of college preparation requirements for admission into postsecondary institutions.	1a. Service to students, community, and workforce by providing educational opportunities	**70%** of all UB participants will demonstrate a thorough understanding of post-secondary requirements by passing the post-test with 70% or more and/or improving their score from the pre and posttest by 20% or higher on the UB College Knowledge Test.	- Results from the UB College Knowledge Pre and Post-Test will be gathered and evaluated.	**SLO was Met** **100%** (7/7) of UB participants demonstrated knowledge in the UB College knowledge posttest by improving their score from the pre and posttest by 20% or higher and **100%** (7/7) passed the post-test by scoring 70% or more.	This test was only taken by $9^{th}/10^{th}$ graders in the program. When this test was taken it was early on in the year and we had not conducted recruitment. My recommendation is that recruitment is done the spring semester before so that by the time this test is administer (August) we have a better sample. If that does not happen, then I suggest this test is given until all recruitment has been successfully completed.	A) Modified
2.	Assist and guide participants through the college application process to gain admission into institutions of	**SAO**: Senior participants will achieve admission into an institution of postsecondary education immediately after high school graduation.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	**60%** of the 2014-2015 seniors who graduated from high school in 2015 will achieve admission into an institution of postsecondary education and enroll Fall 2015.	-Admissions letters. -National Student Clearinghouse database. -Senior Exit Survey.	**SAO was Met** **72%** (16/22) of the 2014-2015 seniors that graduated high school 2015 were accepted and enrolled into an institution of postsecondary education	This year I noticed that many seniors enrolled into an institution of post-secondary education, but around October they dropped out. I would like to conduct more following during the summer to ensure that they do not	A) Modified

	postsecondary education.					in the fall of 2015.	drop out or that they receive adequate support before making that decision.	
3.	Increase students understanding of the financial aid process.	**SLO:** UB participants will demonstrate knowledge and understanding of the financial aid process.	3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	**70%** of all UB participants will demonstrate an understanding of the financial aid process by passing the post-test with 70% or more and/or improving their score from the pre and posttest by 20% or higher on the UB Financial Aid Test.	-Results from the Financial Aid Pre and Post-Test will be gathered and evaluated.	**SLO was Met** **51%** (19/37) of UB participants demonstrated knowledge and understanding of the financial aid process posttest by improving their score from the pre and posttest by 20% or higher. **84%** (31/37) of students passed the post-test by scoring 70% or more.	This year I notice that students did not improve by 20% or more as many of them already had the knowledge, hence no need more improvement per say. They did pass the posttest with a 70% or above. My recommendation is to continue to measure both, those students that increase and those that already possess the knowledge and do well as a result.	B) Discontinued: It was recommended by one of my peer reviewers to focus on other student learning outcomes.

II.1.B. Program Modifications for 2015-2016 Data Assessment ("Closing the Loop")

Note: For 2015-2016 outcomes assessments you are continuing or modifying in your 2016-2017 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
SLO: UB participants will demonstrate knowledge and understanding of college preparation requirements for admission into postsecondary institutions.	This SLO is important to Upward Bound because that is the primary purpose of our program. To ensure that students are prepare for college. Through the summer program 2016 and the academic year 2016-2017 we conducted many workshops to ensure that students understand the importance of having college knowledge.
SAO: Senior participants will achieve admission into an institution of postsecondary education immediately after high school graduation.	We modified this SAO and added the word enroll. We noticed that participants were getting accepted into an institution of higher education, but were not necessary being retain beyond the fall semester. To assist with this findings we are now doing more intensive follow up with our seniors that have graduated from high school to ensure they are retained in college.
SLO: UB participants will demonstrate knowledge and understanding of the financial aid process.	This year we continued to provide financial aid workshops to participants and parents. The last summer program we added 12 lessons and a fieldtrip to the Los Angeles Financial park, in which they simulated what it means to be an adult and be responsible for your own expenses. We will continue to provide these lessons during the summer program 2018.

II.2.A. 2016-2017 Assessment Plan for Student Services Area: Upward Bound-Centennial High School

Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

- In Centennial H.S. 71.7% of students continue to the next academic year. Our goal is to improve the high school retention rate of program participants from one academic year to the next by at least 13.3%.
- In Centennial H.S. 44% of students achieve proficiency level on state assessments. Thus our goal is to improve program participants' academic performance in standardized tests by 6%.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings*	Improvement Recommendations (next step)
1.	Improve participants' knowledge and importance of California's "a-g" college preparatory requirements.	**SLO**: UB participants will demonstrate a thorough understanding of the California's "a-g" requirements for admission into postsecondary institutions.	1a. Service to students, community, and workforce by providing educational opportunities 3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	**65%** of 2016-2017 Seniors will complete their A-G requirements by the time of graduation in June 2017.	- Evaluate Student transcripts while using the CSU Mentor High School Planner.	**SLO Met** 79% (19/24) of UB senior participants demonstrated knowledge in the "a-g" college preparatory requirements.	All the students that did not complete their "a-g" requirements is because they took courses and passed them with a D or better. While the high school takes those grades and gives students credit. For the purposes of Upward Bound and federal reporting we do not count them. For next year, I should specify the grade they should receive in "a-g" courses.
2.	Assist and guide participants through the college application process to gain admission into institutions of postsecondary education.	**SLO**: Senior participants will achieve admission into an institution of postsecondary education immediately after high school graduation.	1a. Service to students, community, and workforce by providing educational opportunities 3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	**65%** of the 2015-2016 seniors who graduated from high school in 2016 will achieve admission into an institution of postsecondary education and enroll Fall 2016.	-Admissions letters. -National Student Clearinghouse database. -Senior Exit Survey.	**SLO Met** 96% (23/24) of UB senior participants achieved admission into an institution of postsecondary education and enrolled Fall 2016.	Continue to work diligently to ensure that students are getting accepted and enrolling in a postsecondary institutions. Since the majority of our students are coming to Norco College, I will continue to work with college support programs on campus to help them achieve their educational goal.
3.	Improve students' academic performance in standardized tests.	**SLO**: Participants will gain the necessary academic skills to demonstrate proficiency in mathematics and language arts before graduating from high school.	1a. Service to students, community, and workforce by providing educational opportunities 3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.	**50%** of the 2017 student cohort will demonstrate proficiency in language arts and mathematics as defined by the California Assessment of Student Performance and Progress (CAASPP)	-CAASPP exam results.	**SLO Met** 92% (22/24) of UB cohort demonstrated proficiency in language arts and mathematics in the CAASPP exams.	Continue to provide language arts and math supplemental instruction during the Saturday Academies to ensure that students are scoring proficient in those test. Next year the test will only be administered to 11th graders, I will include a grade level, instead of just putting the word cohort.

***Please see appendix for description.**
****More detailed description on the following page.**

II.2.B. 2016-2017 Assessment Plan Findings/Data Analysis

SLO/SAO #1: 79% of UB senior participants demonstrated knowledge in the "a-g" college preparatory requirements.

Findings/Data Analysis: *SLO was met.* A total of 19 out of 24 students (79%) demonstrated knowledge in the "a-g" college preparatory requirements by the time of high school graduation.

Improvement Recommendations

1. Continue to introduce A-G requirements and college information in 9th grade and repeat in 10th grade.
2. Continue to make college entrance requirements workshops mandatory for all participants and to provide pre/post quizzes after each workshop.
3. Continue to provide senior seminar's throughout the academic school year.

SLO/SAO #2: 96% of UB senior participants achieved admission into an institution of postsecondary education and enrolled Fall 2016.

Findings/Data Analysis: *SAO was met***.** A total of 23 out of 24 (96%) of the seniors that graduated high school 2016 were accepted and enrolled into an institution of postsecondary education in the fall of 2016.

Improvement Recommendations

1. Offer weekly advising sessions to seniors between August and November of each year to assist them with the college application process. We will also be doing advising during the summer program in order to get ahead.
2. We will increase the number of senior seminar sessions in the fall and decrease them in the spring.
3. Assist seniors with the college enrollment process including securing lodging.
4. Assist seniors to identify postsecondary academic support programs for incoming first-generation and low income students.

SLO/SAO #3: 92% of UB cohort demonstrated proficiency in language arts and mathematics in the CAASPP exams.

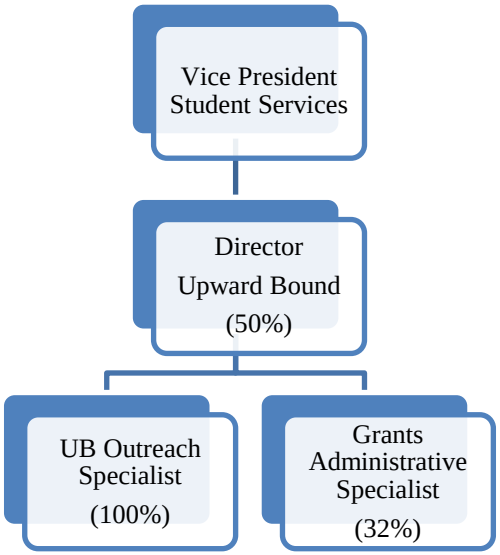
Findings/Data Analysis: *SLO was met***.** A total of 22 out of 24 **(92%)** of UB cohort demonstrated proficiency in language arts and mathematics in the CAASPP exams.

Improvement Recommendations

1. Continue to provide language arts and math supplemental instruction during the Saturday Academies.
2. Next year the test will only be administered to 11th graders, I will include a grade level to the SLO, instead of just putting the word cohort.

III. Needs Assessment

1. Staffing Level: *Provide a very brief description of your current staffing level or attach an organizational chart that includes positions only.*



2. Staffing Profile: *Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)*

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017 -2018	2018-2019
Administration	1.0	1.0	1.0	.5	.5	.5	.5
Classified Staff FT	0	0	0	1.32	1.32	1.25	1.25
Classified Staff PT	0.725	1.0	.725	0	0	0	0
Confidential Staff FT	0	0	0	0	0	0	0
Faculty FTE Full time	0	0	0	0	0	0	0
Faculty FTE Part time	0	0	0	0	0	0	0
Total Full Time Equivalent Permanent Staff	1.725	2.0	1.725	1.82	1.82	1.75	1.75
Short Term Staff	1.0	3.0	3.0	4.5	4.5	4.5	4.5
Student Workers	.25	.5	.5	1.5	1.5	2	2

3. Improvement Areas

Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

- The three Upward Bound Programs at Norco College have had difficulty securing classroom and computer lab space for a five week summer program that takes place at Norco College every summer.
- The current Upward Bound staff structure does not work from a fiscal standpoint. The funding is not enough to support two Upward Bound Directors and achieve all of the objectives. I recommend a restructure across all three Upward Bound Programs.

Unit Name: Upward Bound-Centennial High School

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2016-2017 **Please be as specific and as brief as possible when offering a reason.** Place titles on list in order (rank) or importance.	**Indicate** **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
Reason:		
Reason:		
3. Reason:		
4. Reason:		

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (*Not* including technology) Needs ***Not*** Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2016-2017 **Please list/summarize the needs of your unit below.** **Please be as specific and as brief as possible.** Place items on list in order (rank) or importance.	**Annual TCO***		
	Cost per item	Number Requested	Total Cost of Request
1. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.
If equipment needs are linked to a position please be sure to mention that linkage.

6. Technology++ Needs Not Covered by Current Budget

NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

Annual TCO*

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C) ?	Location (i.e Office, Classroom, etc.)	Is there existing Infrastructure ?	How many users served?	Has it been repaired frequently?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	**Desktop Computers:** Upward Bound would like to request one desktop computer to take to Centennial High School. We have a second office at the site and we currently have been using the same computer for the last 6 years.	R	C	Centennial High School UB Center	Yes	1	Yes	$1,500	1	$1,500
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

7. Facilities Needs *Not* Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2016-2017 **(Remodels, Renovations or added new facilities)** Place items on list in order (rank) or importance.	**Total Cost of Request**
1. Secured Space for the Mandatory Upward Bound Summer Program Reason: The Upward Bound Programs host an annual summer program, as required by federal regulations. The programs have had difficulty securing space at Norco College as the program has the least priority when reserving space for summer use.	**None**
2. Reason:	
3. Reason:	
4. Reason:	
5. Reason:	
6. Reason:	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

8. Professional or Organizational Development Needs *Not* Covered by Current Budget*

List Professional Development Needs for Academic Year 2016-2017 Reasons might include in response to assessment findings or the need to update skills. **Please be as specific and as brief as possible**. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.	Cost per item	Number Requested	Total Cost of Request
1. Latino Network (serving Riverside and Surrounding Communities) Reason: I am requesting that the college purchases this corporate membership as it is the only college in RCCD that is not part of Latino Network. This is an organization that provides the community a forum to address community issues affecting and impacting the Latino community in Riverside and the surrounding areas and provides a vehicle for the dissemination of information and the sharing of resources. I attend regular meetings, but it would be beneficial to obtain a college membership.	**$150.00**	**1**	**$150.00**
2. COE Intuitional Membership Reason: We would like to request that Norco College purchase the institutional membership for the Council for Opportunity in Education (COE). This membership is important to all TRiO programs as they are the group that provides advocacy efforts at the federal level. In addition, TRiO program staff attends their annual conference. A discounted rate is offered for members. TRiO staff also participates in webinars provided throughout the year. ***Please note:** The institutional membership is paid between all three campuses at RCCD based on the number of TRiO programs which are housed on each respective campus. The total cost is $5,250. The cost per item listed is the amount that corresponds to AUSD Upward Bound Program. The total amount for all five (5) TRiO programs at Norco College is approximately $2,386.*	**$478**	**1**	**$478***

3. WESTOP Institutional Membership Reason: The TRiO programs at Norco College have been paying for institutional membership to be part of the Western Association of Educational Opportunity Personnel (WESTOP). WESTOP is one of the ten regional associations dedicated to furthering educational opportunities for low-income, first-generation and disabled students and at the same time providing professional development to its members. By being part of WESTOP, the programs take advantage of the discounted rates to attend annual conferences, professional development seminars, and having our students apply for scholarships that are available through the chapter and regional organization. All five TRiO programs are requesting that Norco College pay our annual membership fees for the 2016-2017 academic year. This will allow our programs to save a minimal amount of money that could be used towards our program needs. ***Please note:** The institutional membership has being paid amongst the five TRiO programs at Norco College for the last four years.* ***The cost per item listed is the amount that corresponds to the Upward Bound-CentennialH.S. program. The total amount for all five (5) TRiO programs at Norco College is approximately $720.***	**$144**	**1**	**$144***
4. Reason:			
5. Reason:			
6. Reason:			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

9. SAFETY NEEDS *not* covered by current budget

List Safety Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.	Cost per item	Number Requested	Total Cost of Request
1. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

10. OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2016-2017 Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.	Cost per item	Number Requested	Total Cost of Request
1.Blumen Online for TRiO (BOT) Database Reason: As a federally funded program, Upward Bound is required to collect and maintain substantial amounts of data on a yearly basis. An annual performance report is due to the Department Of Education once a year and we are required to complete 70 fields for each current and prior-year participant. BOT provides the adequate support needed to generate this detailed report. The BOT database increased from $375 to $1,590 yearly because we had to switch to the online version. There were multiple occasions when data was lost with the desktop version, this version was being managed by Information Services. As a program that depends on data for funding we needed to find a secure alternative to manage our student records. The program is now paying four times more to securely manage our data. We ask that Student Services support the Upward Bound program by paying the difference.	**$1,215.00**	**1**	**$1,215.00**
2. Reason:			
3. Reason:			
4. Reason:			

Appendix

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
   a. By providing educational opportunities
   b. By celebrating diversity
   c. By promoting collaboration

2. Provides support and encouragement through
   a. Innovative approach to learning
   b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- How it is linked to the Mission Statement: ***2b – Provides support and encouragement through application of emerging technologies.***