

Program Review Comprehensive Report

Program Review - Student Services: Student Support Services

Area Overview

2017 - 2018

Mission: Student Support Services programs guide and prepare students from traditionally from low-income, first-generation background, students with disabilities and veterans with disabilities through the academic pipeline from community college to four-year universities.

Philosophy Statement: Student Support Services provides targeted services designed to increase students' knowledge and skills necessary to improve academic performance and increase semester to semester, degree completion, and transfer rates.

Summary: • Educate college students about associate degree requirements, the transfer process, and transfer requirements.

- Provide opportunities for participants to visit and experience four-year university environments.
- Identify opportunities for participants to explore career options.
- Offer personal development activities designed to prepare students to successfully transition from community college to four-year institutions.
- Provide students direct assistance with the admission application process, financial aid application process and enrollment in postsecondary education.

Strengths: Note: Briefly describe about five of your area's greatest strengths. As applicable, strengths substantiated through data are required.

- 1) 86 percent of continuing students persisted in Student Support Services from 2015-2016 academic year to the 2016-17 academic year
- 2) 87 percent of SSS participants maintained a good academic standing during the 2015-2016 academic year.
- 3) 53 percent of SSS participants obtained an Associate's Degree or Certificate
- 4) 50 percent of SSS participants obtained an Associate's Degree or Certificate and transfer.

Students Served: The Student Support Services Program is serving 160 Norco College students during the 2016-2017 Academic Year.

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)

2/3 of participants are both low-income and first generation

Attachments:

[2014-17_STUDENT_SERVICES_STUDENT_SUPPORT_SVCS_ResourceRequests.xlsx](#)

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SLO/SAO: Increase the persistence rate of participants from one year to the next.

Previous year SSS participants that didn't graduate or transfer will return to Norco College in fall 2011 and continue participating in the SSS throughout the academic year

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - -Datatel

-Individual contact

logs

-Blumen software

database

(Active)

Criteria: 70% of all prior year participants that didn't graduate or transfer will continue to participate in the program during the 2012-13 academic year

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

Data collected for pre/post-test of our SSS orientations gave us knowledge that not all students were aware of program requirements and resources available. After participating in a 3-hour orientation/team building activity, students claim to have a better understanding of the intense services and resources available through the SSS program. This includes workshops, counseling appointments, tutorial, college tours and mandatory financial literacy workshop.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: The SSS team will be revising the pre/posttest to ensure that all services are captured. (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.6 - Increase success and retention rates.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

2a. Provide support and encouragement through innovative approach to learning

3a. Provides foundational skills and pathways to transfer students

3c. Provides foundational skills and pathways to certificate and degree students

SLO/SAO: Improve participants' academic performance

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Participants served by the SSS program will earn the necessary grades to stay in good academic standing throughout the academic year.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - -Datatel -Progress reports -Tutorial services (Active) Criteria: 70% of participants served by SSS will achieve good academic standing by earning and maintaining a minimum grade point average of 2.00.	
Findings/Analysis Reporting Period: 2017 - 2018 03/23/2018 Conclusion: Criteria Met *Data for 2016-2017 has not been made available. The SSS program is currently assessing the outcomes for our Objective and will be completed by the end of August 2016. Data reported is from : Spring	
Improvement Recommendations Improvement Recommendation: N/A at this moment (03/23/2018)	

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018	
Goal 1 - Objective 1.2	Improve transfer rate by 10% over 5 years.
Goal 1 - Objective 1.4	Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).
Goal 1 - Objective 1.5	Increase completion rate of degrees and certificates over 6 years.
Goal 1 - Objective 1.6	Increase success and retention rates.
Goal 1 - Objective 1.7	Increase percentage of students who complete 15 units, 30 units, 60 units.
Goal 1 - Objective 1.10	Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.
Mission	
1a.	Service to students, community, and workforce by providing educational opportunities
2a.	Provide support and encouragement through innovative approach to learning
3a.	Provides foundational skills and pathways to transfer students
3c.	Provides foundational skills and pathways to certificate and degree students

SLO/SAO: Increase participants' graduation and transfer rates.

: Participants in the SSS program will complete the necessary transfer and/or associates degree requirements within 4 years of entering SSS

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

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Date Entered: 03/23/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - Letters of Admission
National Student Clearinghouse
-Matriculation Office
-Datatel
(Active)

Criteria: 20% of the 2011 participant cohort will complete a degree or certificate and be admitted as a transfer student to a four year institution by fall of 2015

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

The SSS staff will continue to run student's final grades at the end of each semester and if a student had fallen below a 2.0 GPA they are being called to meet with the SSS counselor for an intervention meeting.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: N/A at this moment (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

2a. Provide support and encouragement through innovative approach to learning

3a. Provides foundational skills and pathways to transfer students

3c. Provides foundational skills and pathways to certificate and degree students

SLO/SAO: Increase their knowledge about personal finances and debt management.

Newly added SSS participants will complete a 90-minute web based course designed to improve participants' financial literacy and personal finances.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

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Direct - Financial Literacy 101 and 200 web-based post-course exam results (Active)

Criteria: 65% of newly admitted SSS participants who complete the 90-minute on-line financial literacy courses will earn a score of 75% or better in the post-course proficiency exam.

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

75% of newly admitted SSS participants who complete the 90-minutes on-line financial literacy courses will earn a score of 75% or better in the post-course proficiency exam

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: SSS is considering a free financial literacy program offered through our Student Financial Services office. (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.2 - Increase frequency of student participation in co-curricular activities.

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Mission

2a. Provide support and encouragement through innovative approach to learning

2b. Provide support and encouragement through application of emerging technologies