

# STUDENT SERVICES PROGRAM REVIEW WORKSHEET

**Student Services Area:** Upward Bound-Corona

**Prepared by:** Miriam L. Carrillo

**Academic Year:** 2016-2017

---

## 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 institutions. (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.

#### **4. Strengths**

- 1.** 95% of graduating seniors (class of 2016) met the state standard at proficient for Math and Reading/Language Arts
- 2.** 100% of program participants promoted to the next grade level or graduated from high school
- 3.** 90% of graduating seniors (class of 2016) enrolled in a postsecondary institution by Fall 2016
- 4.** The program has consistently maintained a collaborative partnership with various school personnel at Corona High School; administrators, counselors, teachers and staff. The partnership allows for the program to continuously serve program participants by providing a working space, access to the school database, and ensuring program events and activities do not interfere with the school's calendar.
- 5.** For Summer 2016, the program provided services to participants who were enrolled in Summer School at Corona High School. Being able to provide services during the summer to students who don't usually receive them has allowed the program to increase students' academic performance and the retention rate.
- 6.** During 2015-2016, 75% of 9<sup>th</sup>-11<sup>th</sup> graders scored 80% or higher on their Financial Aid Post test.
- 7.** During 2015-2016, 91% of 12<sup>th</sup> graders (20/22) submitted college acceptance letters/proof of enrollment to an institution of postsecondary education for Fall 2016.

#### **5. Students Served**

For the academic year 2016-2017, the Upward Bound-Corona program served a total of 62 Corona High School students. Our students meet at least one of the three criteria:

1. low-income (*per established federal guidelines*)
2. first generation, potential college students (*self-reported*)
3. demonstrates academic need

At least 2/3 of participants are both low-income and first generation potential college students.

## II. Assessing Outcomes

### 1.A. Report on 2015-2016 Assessment Plan and Objectives for Student Services Area: Upward Bound-Corona

**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.*

- Improve program participants’ knowledge of postsecondary education academic requirements.
- Increase 9<sup>th</sup>- 11<sup>th</sup> graders’ knowledge with regards to financial literacy.
- Increase the rate at which Upward Bound students are accepted into institutions of postsecondary education.

	<b>Objective</b>	<b>Student Learning Outcome (SLO) or Service Area Outcome (SAO)</b>	<b>Relevance of Objective to Norco College Mission *</b>	<b>Assessment Criteria (Specify Target Performance Level)</b>	<b>Assessment Measure</b>	<b>Findings</b>	<b>Improvement Recommendations (next step)</b>	<b>Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)</b>
1.	Improve program participants’ knowledge of postsecondary education academic requirements.	<b>SLO:</b> Upward Bound-Corona participants will demonstrate an understanding of college preparation requirements for admission into postsecondary institutions.	<b>1a:</b> Provides educational opportunities.	<b>75%</b> of Upward Bound-Corona participants will demonstrate an understanding of post-secondary requirements by earning a score of 75% or higher on the UB College Knowledge Post Test (or a higher score) than the Pre Test.	-Results from the UB College Knowledge Pre Test and Post Test will be gathered and evaluated.	The pre and post test were administered in the early fall to 9 <sup>th</sup> and 10 <sup>th</sup> grade students only. At that time, Corona had not completed its recruitment and only two students participated. Both students improved their score by an average of 48%, but only one earned a 75% or	<ol style="list-style-type: none"> <li>1. Administer the pre and post when recruitment has been completed and all underclassmen have begun receiving services.</li> <li>2. Ensure that there are sufficient participants</li> </ol>	A) Continued so that this SLO is measured when there are sufficient participants. Data will be useful then.

						higher.  Inconclusive; although the objective was not met, the participant pool was not large enough to reflect the program.	for data collection.	
2.	Increase 9 <sup>th</sup> -11 <sup>th</sup> graders' knowledge with regards to financial literacy.	<b>SLO:</b> Upward Bound-Corona 9 <sup>th</sup> graders will demonstrate knowledge and understanding of financial literacy in order to prepare them for financial decisions related to their education.	<b>3:</b> Provides foundational skills. This knowledge will serve as a pathway to students' postsecondary education.	75% of Upward Bound-Corona 9 <sup>th</sup> -11 <sup>th</sup> graders will demonstrate their knowledge with regards to financial literacy by scoring 80% or higher on the Financial Aid Post Test.	Results from the Financial Aid Post Test will be gathered and evaluated.	75% of 9 <sup>th</sup> -11 <sup>th</sup> graders (24 out of 32) scored between 80%-100% on their Post Test.  Objective was met.	No changes necessary.	B) Moved to strengths because the majority of participants met or exceeded the objective for this SLO.
3.	Increase the rate at which Upward Bound students master the four year application and/or transfer application process.	<b>SAO:</b> Upward Bound-Corona 12 <sup>th</sup> graders will be accepted to institutions of postsecondary education by Spring 2015.	<b>3:</b> Provides a pathway to postsecondary education.	90% of Upward Bound-Corona 12 <sup>th</sup> graders (during the 2014-2015 school year) will master the four year college application and/or transfer application and be accepted into an institution of postsecondary education.	This will be measured by copies of college acceptance letters students submit to the program.	91% of 12 <sup>th</sup> graders (20/22) submitted college acceptance letters/proof of enrollment to an institution of postsecondary education for Fall 2016.  Objective was met.	No changes necessary.	B) Moved to strengths because the majority of participants met or exceeded the objective for this SAO.

**\*Please see appendix for description.**

**II.1.B. Program Modifications for 2014-2015 Data Assessment (“Closing the Loop”)**

*Note: For 2014-2015 outcomes assessments you are continuing or modifying in your 2015-2016 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.*

<b>Outcome</b>	<b>Evidenced and detailed (Describe how you used outcome data for programmatic modifications)</b>
<p><b>SLO:</b> Upward Bound-Corona participants will demonstrate an understanding of college preparation requirements for admission into postsecondary institutions.</p>	<p><i>There were not sufficient participants at the time the pre and post tests were administered to measure this SLO. This SLO will remain for the upcoming year. Pre and post tests will be administered once there are sufficient participants to make the data useful.</i></p>

## II.2.A. 2016-2017 Assessment Plan for Student Services Area: Upward Bound-Corona

**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.*

- Increase the percentage of program participants who earn a cumulative grade point average of 2.5 or higher.
- Increase the number of graduating seniors who complete A-G requirements (by the time they graduate high school).
- Improve program participants' knowledge of postsecondary education academic requirements.

	<b>Objective</b>	<b>Student Learning Outcome (SLO) or Service Area Outcome (SAO)</b>	<b>Relevance of objective to Norco College Mission*</b>	<b>Assessment Criteria (Specify Target Performance Level)</b>	<b>Assessment Measure (Measurement tool)</b>	<b>Completion (or anticipate completion)/ Findings</b>	<b>Improvement Recommendations (next step)*</b>
1.	Increase the percentage of program participants who earn a cumulative grade point average of 2.5 or higher.	<b>SAO:</b> Upward Bound-Corona participants will earn satisfactory grades in their high school courses in order to achieve a cumulative grade point average of at least 2.5.	<b>1a:</b> Provides educational opportunities.	65% of Upward Bound-Corona participants will earn a cumulative grade point average of 2.5 or higher at the end of the academic year.	Final transcripts for the 2016-2017 academic year for all participants will be reviewed to determine if participants earned a cumulative grade point average of 2.5 or higher.	Fall 2017	
2.	Increase the number of graduating seniors who complete A-G requirements (by the time they graduate high school).	<b>SLO:</b> Upward Bound-Corona graduating seniors will enroll in and successfully complete A-G required courses, which is a requirement to be eligible for the CSU and UC system.	<b>3.</b> Provides a pathway to postsecondary education.	60% of Upward Bound-Corona seniors will complete the A-G required courses by the time they graduate high school.	Final transcripts for the 2016-2017 academic year for graduating seniors (Class of 2017) will be reviewed to determine if participants completed the A-G requirements or not.	Fall 2017	

3.	Improve program participants' knowledge of postsecondary education academic requirements.	<b>SLO:</b> Upward Bound-Corona participants will demonstrate an understanding of college preparation requirements for admission into postsecondary institutions.	<b>1a:</b> Provides educational opportunities.	75% of Upward Bound-Corona participants will demonstrate an understanding of the post-secondary requirements by earning a score of 75% or higher on the UB College Knowledge Post Test (or a higher score) than the Pre Test.	-Results from the UB College Knowledge Pre Test and Post Test will be gathered and evaluated.	14% of students who took the posttest scored 75% or higher.  Objective was not met.	All students' scores improved from the pre to the post, however, we did not reach the objective of a score of 75%. For the next program review, this SLO will still remain. It will be beneficial to provide an additional intervention to ensure students learn the necessary information.
----	---	---	--	---	---	---	---

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

### **SLO/SAO #1:**

#### **Findings/Data Analysis**

The data will be available by Fall 2017.

#### **Improvement Recommendations**

Recommendations will be noted once data is available.

### **SLO/SAO #2:**

#### **Findings/Data Analysis**

The data will be available by Fall 2017.

#### **Improvement Recommendations**

Recommendations will be noted once data is available.

### **SLO/SAO #3:**

#### **Findings/Data Analysis**

Based on the results from the pre and post tests, only 14% of students who took the posttest scored 75% or higher. Objective was not met.

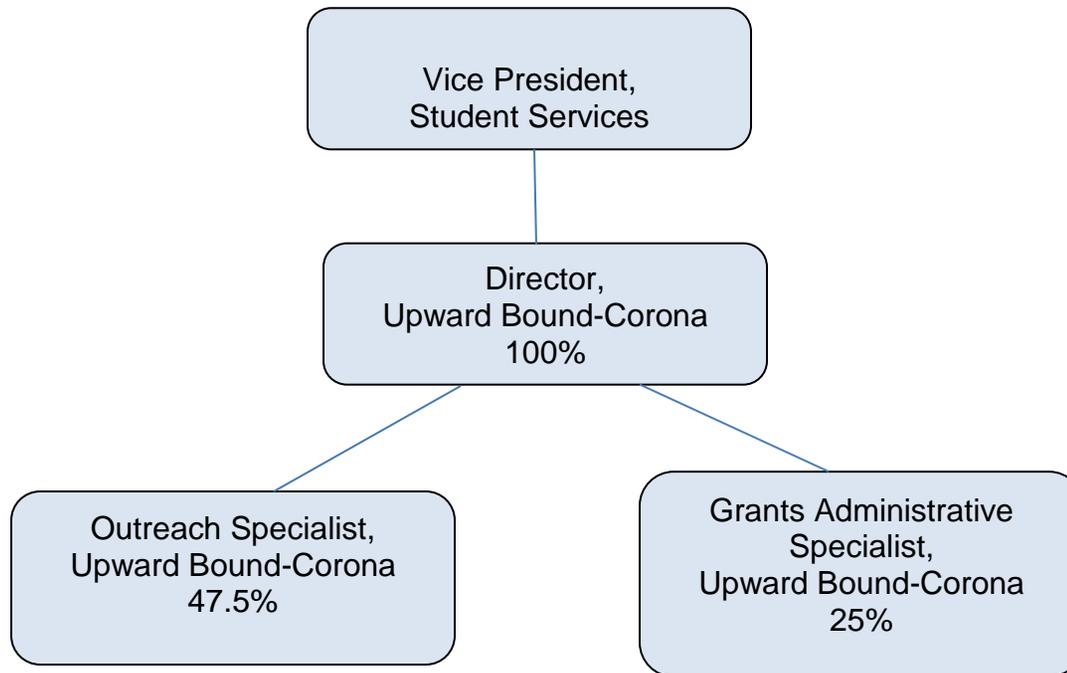
#### **Improvement Recommendations**

All students' scores improved from the pre to the post, however, we did not reach the objective of a score of 75%. For the next program review, this SLO will still remain. It will be beneficial to provide an additional intervention to ensure students learn the necessary information

### 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	1	1	1	1	.50	.50
Classified Staff FT				.30	.30	1.25	1.25
Classified Staff PT	1.0	.25	.25	.475	.475	0	0
Confidential Staff FT							
Faculty FTE Full time							
Faculty FTE Part time							
<b>Total Full Time Equivalent Permanent Staff</b>	2.0	1.25	1.25	1.78	1.78	1.75	1.75
Short Term Staff	3.5	4	4	4	3.5	4	4
Student Workers		1.5	1.5	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 Upward Bound Corona program currently has a full time director and one permanent part time classified staff to assist with recruitment and providing student services.
- It is in the best interest of the program to change the current time and effort in staff to make the best use of staff's time and to better serve students.

Unit Name: Upward Bound-Corona

**4. Staff Needs**

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

<p align="center"><b>List Staff Positions Needed for Academic Year 2016-2017</b>  <b>Please be as specific and as brief as possible when offering a reason.</b>                      Place titles on list in order (rank) or importance.</p>	<p align="center"><b>Indicate</b>  <b>N = New</b>  <b>R=Replacement</b>  <b>I = Increase</b>  <b>time</b></p>	<p align="center"><b>Annual TCP*</b>                      TCP for                      employee</p>
<p><b>1. None at this time.</b>   <u>Reason:</u></p>		
<p><b>2.</b>  <u>Reason:</u></p>		
<p><b>3.</b>  <u>Reason:</u></p>		
<p><b>4.</b>  <u>Reason:</u></p>		
<p><b>5.</b>  <u>Reason:</u></p>		
<p><b>6.</b>  <u>Reason:</u></p>		

\* 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.

Unit Name: Upward Bound-Corona

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

<b>List Equipment or Equipment Repair Needed for Academic Year 2016-2017</b> <b>Please list/summarize the needs of your unit below.</b> <b>Please be as specific and as brief as possible.</b> Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
<b>1. None at this time.</b>  Reason:			
<b>2.</b> Reason:			
<b>3.</b> Reason:			
<b>4.</b> Reason:			
<b>5.</b> Reason:			
<b>6.</b> 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.

Unit Name: Upward Bound-Corona

## 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 Computer: Upward Bound would like to request one desktop computer to take to Corona High School. We have an office at the site. We're on our third used replacement computer.	N	C	Corona High School, Upward Bound office/center.	Yes.	1	No, but it has been replaced twice with used computers.	\$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.

Unit Name: Upward Bound-Corona

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

<b>List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities)</b> Place items on list in order (rank) or importance.	<b>Total Cost of Request</b>
<b>1. Secured space for the Mandatory Summer Program</b>  <u>Reason:</u> 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.	<b>None</b>
<b>2.</b> <u>Reason:</u>	
<b>3.</b> <u>Reason:</u>	
<b>4.</b> <u>Reason:</u>	
<b>5.</b> <u>Reason:</u>	
<b>6.</b> <u>Reason:</u>	

\*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.

Unit Name: Upward Bound-Corona

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

<p align="center"><b>List Professional Development Needs for Academic Year 2016-2017</b></p> <p>Reasons might include in response to assessment findings or the need to update skills. <b>Please be as specific and as brief as possible.</b> 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.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. Latino Network Membership (serving Riverside and Surrounding Communities)</b></p> <p><u>Reason:</u> Requesting the college purchase 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. It would be beneficial to obtain a college membership.</p>	<b>\$150.00</b>	<b>1</b>	<b>\$150.00</b>
<p><b>2. COE Institutional Membership</b></p> <p><u>Reason:</u> Requesting 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</p>	<b>\$478</b>	<b>1</b>	<b>\$478*</b>

<p>year.</p> <p><i>*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 the Upward Bound Corona Program. The total amount for all five (5) TRIO programs at Norco College is approximately \$2,386.</i></p>			
<p><b>3. WESTOP Institutional Membership</b></p> <p><u>Reason:</u> 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.</p> <p><i>*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 Corona program. The total amount for all five (5) TRIO programs at Norco College is approximately \$720.</i></p>	<p><b>\$144</b></p>	<p><b>1</b></p>	<p><b>\$144*</b></p>

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

Unit Name: Upward Bound-Corona

**9. SAFETY NEEDS *not* covered by current budget**

<p><b>List Safety Needs for Academic Year 2016-2017</b>                      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.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. None at this time.</b>   <u>Reason:</u></p>			
<p><b>2.</b> <u>Reason:</u></p>			
<p><b>3.</b> <u>Reason:</u></p>			
<p><b>4.</b> <u>Reason:</u></p>			
<p><b>5.</b> <u>Reason:</u></p>			
<p><b>6.</b> <u>Reason:</u></p>			

Unit Name: Upward Bound-Corona

**9. OTHER NEEDS not covered by current budget**

<p><b>List Other Needs for Academic Year 2016-2017</b>                      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.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. Blumen Online for TRIO (BOT) Database</b></p> <p><u>Reason:</u> 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.</p>	<b>\$1,215.00</b>	<b>1</b>	<b>\$1,215.00</b>
<p><b>2.</b> <u>Reason:</u></p>			
<p><b>3.</b> <u>Reason:</u></p>			

## 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.***