

# Program Review Comprehensive Report



## Program Review - Administrative: Academic Support Services

### Area Overview

#### 2014 - 2017

**Attachments:**

[2014-17\\_ACADEMIC\\_SUPPORT\\_SERVICES\\_SAO\\_AdminSvcUnit.pdf](#)

[2014-17\\_ADMINServices\\_Academic\\_Support\\_SVCS\\_GrantsLrcSTEM\\_ResourceRequests.xlsx](#)

#### 2018 - 2021

**Mission:** The mission of Academic Support Services (Grants & College Support Programs, Library/Learning Resources, STEM) is to increase, enhance and expand academic support services through collaboration and the development of pathways to provide opportunities for students to explore careers through internships, job placement, community service and model programs focused on student care.

**Identify or outline how your unit serves the mission of Norco College:** The mission of Norco College is served by promoting collaboration for pathway development, student career exploration and model programs focused on student care to increase transfer, certificate and degree completion.

**List the major functions of your unit:** 1) Provide Library services and resources; 2) Provide Tutorial and Supplemental Instruction services; 3) Increase, enhance and expand academic support services; 4) Provide opportunities for students to explore careers through internships and job placement; 5) Provide opportunities for students to engage in community service; 6) Offer professional development opportunities for instructional faculty, staff and administrators 7) Implement programs and services focused on increasing retention, persistence, graduation and transfer.

**SAO Assessment: Reflect on the last 3 years of SAO assessment and describe what you've learned.:** Academic Support Services has decided to continue the following designated assessments for further review, study and reflection: 1) Increase student satisfaction with Academic Support Services (i.e. Library, Tutorial Services, Supplemental Instruction); 2) Promote directed educational pathways to increase 4-year completion rate of degrees, certificates, and transfers; and 3) Develop peer to peer mentoring programs to improve persistence rate. In doing so, the unit seeks to gather more specific and valuable data that will help to foster effective improvements in those areas.

### Goal: Collaboration Among Services

Increase collaboration among Academic Support Services units (Library, LRC, Title V Grant, Equity)

**Goal Status:** In Progress

**Goal Year(s):** 2018 - 2021

**How do your goals support the Educational Master Plan?:** Increase satisfaction and importance ratings.

**This Program Goal Supports the selected EMP Goal(s) and Objective(s):** Goal 2 Objective 3:

### Goal: Expand and Enhance Services

Expand and Enhance Academic Support Services (Library, Tutorial Services, Supplemental Instruction).

**Goal Status:** In Progress

**Goal Year(s):** 2018 - 2021

**How do your goals support the Educational Master Plan?:** Increase student satisfaction and importance ratings. Increase current students' awareness about college resources dedicated to student success.

**This Program Goal Supports the selected EMP Goal(s) and Objective(s):** Goal 2 Objective 3: , Goal 2 Objective 6:

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## Goal: Develop and Promote Pathways

Develop and Promote educational pathways to increase degree, certificates and transfer rates (STEM, Equity)

**Goal Status:** In Progress

**Goal Year(s):** 2018 - 2021

**How do your goals support the Educational Master Plan?:** Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher). Increase completion rate of degrees and certificates over 6 years. Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

**This Program Goal Supports the selected EMP Goal(s) and Objective(s):** Goal 1 Objective 1: Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher), Goal 1 Objective 5: , Goal 1 Objective 10: