



2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	Counseling/ Student Success & Support Program
DESCRIPTION/PURPOSE	The Student Success & Support Program is a categorical program whose goals are to increase community college student access and success by providing effective core services, including orientation, assessment and placement, counseling, academic advising, and early intervention. Student Success and Support Program (SSSP) ensures student equity in assessment, student services, and access to college resources and provides a foundation for students to achieve their educational goals.
SUBMITTED BY:	Norma A. Núñez
AREA DEAN/DIRECTOR	Ted Ceasar
AREA VICE PRESIDENT	Todd Finnell

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
<p>INSTITUTIONAL MISSION AND EFFECTIVENESS – The College will maintain programs and services that focus on the mission of the College supported by data driven assessments to measure student learning and student success.</p> <p><u>1.1</u> Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.</p> <p><u>1.2</u> Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.</p> <p><u>1.3</u> Develop systems and procedures to ensure that the college maintains a collegial and self reflective dialogue that improves effectiveness.</p> <p><u>1.4</u> Develop systems that are inclusive, cyclical, and understood by all stakeholders.</p>	<p>STUDENT LEARNING PROGRAMS AND SERVICES – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.</p> <p><u>2.1</u> Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.</p> <p><u>2.2</u> Review program learning outcomes</p>		

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

1	PAST PROGRAM GOAL #1	INSTITUTIONAL GOAL(S) (Select one primary goal.)
	<p>Identify Program Goal and Budget request, if any, from the Program Review completed in 2013 2014 (Section II C):</p> <p>Work with the Comevo Group (an online orientation software company) to develop an online orientation that meets the Student Success & Support Program guidelines which consists of 9 components:</p> <ol style="list-style-type: none">1) Academic expectations and progress standards2) Maintaining registration priority3) Prerequisites or co requisites challenge process4) Maintaining Governors' Fee Waiver eligibility5) Description of available programs, support services, financial aid assistance, and campus facilities, and how they can be accessed6) Academic calendar and	

Describe how this program goal increased student achievement and/or program effectiveness in 2014 2015:

The Chancellor's Office directed all the Student Success & Support Programs in the community college system to implement an on line orientation for all new first time college students. The goal was to provide all first time college students with information in a timely basis regarding policies, procedures and information about the college which would assist them in making choices about their educational goals, seek student support services as needed and basically complete the semester in good standing and persist to the next semester.

All new first time college students registering for Fall 2014 were required to either do the online orientation or attend a face to face orientation on campus in order to receive priority orientation. The following are the number of students who participated in the Orientations and received priority registration:

April 12, 2014	228
May 3, 2014	273
May 19 23, 2014	87
May 31, 2014	<u>417</u>
Total	1005

The online orientation was ready for students to access Summer 2014 on the IVC website and all new first time college students are directed to complete it. By the end of Fall 2014 we will be able to gage the success of having more informed students.

2

PAST PROGRAM GOAL #2

**INSTITUTIONAL
GOAL(S)**
(Select one primary goal.)

Identify Program Goal and Budget request,

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only.

- a. **Strengths**

Discuss what you do well in your program/department.

The Chancellor's Office has mandated that all Student Success & Support Programs in the community college system must provide core services to all new first time college students. The core services are assessment, orientation, counseling and follow up. The SSSP staff at IVC has taken this challenge enthusiastically and worked very well as a team. The creativity, enthusiasm, and cooperation of the staff has been invaluable in achieving our goals. The initial online orientation is ready for students to access at <http://orientation.imperial.edu>, enhancements are being planned including an electronic Student Educational Plan, more information on the academic side of the house, and community members sharing their educational careers just to name a few.

- b. Weaknesses

d. **Challenges**

Discuss obstacles/barriers that may influence program improvement.

One of the challenges the Student Success & Support Program faces is that of implementing all the cores services to all new first time college students. We are working with new software that takes times to learn and get the kinks out so that it runs smoothly. Also coordinating services with the local high schools takes a lot of time and communication between the SSSP staff, the high school counselors, and their administrators.

Motivating students to do well in college is a big challenge. We need to explore new ways of reaching students and making a connection so that they feel they are in charge of their education goal and ultimately their own success. Need to develop an internal locus of control in our students. They themselves are responsible for their own success.

e. **Program changes**

What program changes, if any, do you expect to have a positive effect on students?

One of the major program changes that will be implemented Fall 2014 is that of going to the high schools and conducting IVC admission application workshops. By completing their admission application students will be in our database, use their IVC ID# when they take the ACCUPLACER placement test and do the online orientation and the electronic abbreviated SEP, thus streamlining the core services for new first time college students. In conjunction with the admission application we will be asking students to complete a short survey regarding the highest level of math completed or in progress at the high school. We will then be able to compare their placement with the actual course taken at the high school and use multiple measures to place students.

Another change we will be implementing is that of offering ACCUPLACER workshops at the high schools before the students are scheduled to test. By providing instruction before the test we expect that test scores will rise and more students will place in higher level English & Math classes.

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.

The Student Success & Support Program services and activities are all new. The orientation is now required of all new first time

college students and it is delivered online. The abbreviated Student Educational will be available online for Spring 2015. We have implemented multiple measures for English and Math placements. We are also using new software (Starfish) for Early Alert in order to do student follow up.

C. FUTURE – LIST OF “SMART” (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles. Objectives should either: 1. Increase work efficiency; 2. Reduce costs; or 3. Contribute to student enrollment and/or success.		INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
1	2015 2016 PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
Identify Future Global Goal: Will carryover goal of using EAP test scores to place students in transfer level English and Math classes.		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input checked="" type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership
Objective: Publicizing the acceptance of EAP scores at the high schools more students will take advantage of using their EAP scores and be placed at transfer level English and Math classes.		
RESOURCE PLAN (Check all that apply.)		
Task(s) 1. Will inform high school counselors working with the Junior class of acceptance of EAP scores 2. Student Success & Support Program Director will access EAP state database and print reports of the local high school students test scores.		

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

1. Student Success & Support Program staff will

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Facilities Marketing Technology Professional Development Training

Timeline:

Expense Type

One Time
 Recurring

Fund Source

General
 Capital

Budget Request

\$

How will this objective be measured? This objective will be measured by the increase in number of students who pass the EAP credit at IVC.

How will the completion of tasks identified improve work efficiency, reduce costs, or improve program success? Student success will improve because students will not need to take unnecessary tests and by doing well on the EAP exam they will be able to begin taking transfer level English courses sooner than at IVC. By eliminating basic English courses from students' loads, they are able to move to the success program.

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Objective:

Utilize Starfish to its full potential in student follow up and increase the number of students who will take advantage of student services early in the semester.

RESOURCE PLAN

1.2 1.4

2 Student Learning Outcomes

2.1 2.4

2.2 2.5

2.3 2.6

3 Resources

3.1 3.4

3.2 3.5

3.3

4 Leadership & Governance

4.1 4.4

4.2 4.5

4.3

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Students success will improve because with early intervention more students will receive assistance in a timely manner and thus pass their classes. This will reduce the number of students who fall into probation and feel discouraged and drop out of college.

Who are the responsible party(ies) and assigned user(s)? The SSS staff and counselors will be responsible for various aspects of this objective.

FUTURE PROGRAM GOALS

(Describe future program goals. List in order of budget priority.)

You are not required to list 3 goals. Only list/identify goal that are viable in one year's time or can be carried over a number of program cycles.

INSTITUTIONAL GOAL(S)

(Select one primary institutional goal)

3

2015-2016 PROGRAM GOAL #3

Budget Priority #1

INSTITUTIONAL GOAL(S)

Identify Future Global Goal:

Objective:

RESOURCE PLAN

(Check all that apply.)

Facilities Marketing Technology Professional Development Staffing

Task(s)

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Facilities Marketing Technology Professional Development Staffing

Timeline:

Expense Type

One Time
 Recurring

Funding Type

General District
 Categorical (Specify)

Budget Request

\$ _____

1 Mission & Effectiveness

1.1 1.3
 1.2 1.4

2 Student Learning Outcomes

2.1 2.4
 2.2 2.5
 2.3 2.6

3 Resources

3.1 3.4
 3.2 3.5
 3.3

4 Leadership & Governance

4.1 4.4
 4.2 4.5
 4.3

