Part 2 – Comprehensive Program Review Fall 2009

Program Name: STUDENT SUPPORT SERVICES PROGAM-COUNSELING DEPARTMENT

A. PAST: Review of Program Performance, Objectives, and Outcomes for the Three Previous Academic Years: 2006-07, 2007-08, 2008-09

1. List the objectives developed for this program during the last comprehensive program review.

   Objective 1: To improve Student Support Services Program participants' success at Imperial Valley College.

   Objective 2: Increase the graduation/transfer rate of the SSS program participants.

   Objective 3: Enhance the development of recruitment strategies for Student Support Services Program.

2. Present program performance data in tabular form for the previous three years that demonstrates the program's performance toward meeting the previous objectives. Include the following standard program performance metrics as well additional program specific metrics, if any.

   Assessment (Objective 1): Of the (350) total number of students accepted to participate in the SSS Program during the 2006-2007, 2007-2008, 2008-2009 academic years; the following percentages had their Student Education Plan developed by their program counselor during each academic year: 80% for 2006-2007; 80% for 2007-2008; and 80% for 2008-2009.

   Assessment (Objective 2): As stated on the SSS Grant page 17, **"*Objective 2.1*** *Of the total number of students accepted to participate in the SSS program during the 2006-2007 program year, the following percentages will graduate/transfer from IVC at the end of the specified academic years: 0% during academic year 2007-2008; 0% during academic year 2008-2009; 5% during academic year 2009-2010; 10% during academic year 2010-2011".* The SSS Program exceeded their expectations by academic year 2008-2009 out of the (100) new students accepted in the Program during academic year 2006-2007 thirty-seven or 37% had graduated/transferred to a university/college of their choice.

   Assessment (Objective 3): Of the total number of students accepted to participate in the SSS during academic years 2006-2007; 2007-2008; and 2008-2009 (75%) were recruited by IVC's summer outreach

program. The remaining 25% of program participants were self-referred, classmate referrals, and district counselor referrals.

3. Present student learning or service area outcomes data that demonstrate the program's continuous educational and/or service quality improvement. Include the following standard information and metrics as well as additional program specific metrics, if any.

   List the program level outcomes, goals or objectives and show how these support the Institutional Student Learning Outcomes. Identify the method(s) of assessment used for each of the program level outcomes. Provide a summary of the outcome data for the program, including course and program level data as appropriate.

   Student Learning Outcome: SSS Program participants will learn to monitor their academic progress by utilizing the Student Educational Plan and meeting with their counselor on a regular basis.

4. Analyze the data presented visually (graphs, diagrams, etc.) and verbally (text) as appropriate, present any trends, anomalies, and conclusions. Explain the program's success or failure in meeting the objectives presented above in item one. Explain the ways that the program utilized the student learning or service area outcome data presented in item three to improve the program (changes to curriculum, instructional methodology, support services, etc.)

   We feel that the program is successful due to IVC's institutional commitment. Under the authority and support of the Vice President for Student Services, the SSS Program Director and staff are assured full cooperation and support from the various components serving students at IVC. Furthermore, the SSS program staff utilizes Banner, SARS, and Student Access to track, monitor and document student academic progress in order to comply with the goals and objectives outlined in the SSS Grant. The current SSS Grant will end by August 2011.

   The Student Support Services Program staff makes every effort to ensure meeting the objectives outlined in item one. The percentages must be met according to the SSS Grant and the outcomes are reported on an annual basis to the U.S. Department of Education in Washington, DC. Noncompliance with agreed objectives and outcome percentages will cause the program to lose its funding.

   The Program utilizes the student learning outcome outlined in item three by monitoring students' academic performance on an on-going basis by utilizing the Student Education Plan (SEP) which includes documentation regarding:

a) **Admission:** Records that indicate the month and year the student began SSS Program participation, and any special circumstances identified for that student (i.e., disability, limited English speaker) for assignment to appropriate cohort.
b) **Participation:** Statements directly related to the student's participating, or permanently out of the program with appropriate dates and reasons for change.
c) **Courses:** A complete academic history will be recorded, detailing initial enrollment; courses included in the monitoring process; and courses successfully completed.
d) **Program Activities:** Student participation in program activities will be monitored on a continuous basis. Documentation will include: number of activities attended; meetings; SSS Club participation; number of university visits; counseling contacts; academic skills development workshops; educational and cultural activities; college seminar/workshops; tutorial assistance received; outside referrals.
e) **Financial Aid/Workstudy:** All SSS participants will be assisted with financial aid process and their awarded status monitored to determine if additional assistance is needed.
f) **Academic Standing:** SSS Participants placed on academic probation (a GPA of less than 2.0) at any time will be contacted by their counselor in order to determine the source of the problem, be it academic or personal, and to insure appropriate support services are identified. SSS Counselors will collect, evaluate, compare and review all pertinent factors or each participant in order to fully monitor academic progress.

B. PRESENT: Snapshot of the State of the Program in the Current Semester: Fall 2009

1. Give a verbal description of the program as it exists at the present time. Include information on current staffing levels, current student enrollments, student learning or service are outcome implementation, number of majors, and/or other data as appropriate.

   The purpose of the SSS Program is to increase the number of disadvantages low-income college students, first generation college students, and college students with disabilities complete a program of study at postsecondary level. The support services provided should increase their retention and graduation rates, facilitate their transfer from a two-year to a four-year colleges and universities. Imperial Valley College Student Support Services Program proposed the following:

   Retention: 2006-2007 thru academic year 2009-2010 will be 80%

   Graduation/transfer rates:

   Objective 2.1: Of the total number of students accepted to participate in the SSS program during the 2006-2007 program year, the following percentages will graduate/transfer from IVC at the end of each of the specified academic

years: 0% during academic year 2007-2008; (0%) during academic year 2008-2009; (5%) during academic year 2009-2010; 10% during academic year 2010-2011. Activity in progress.

Objective 2.2: Of the total number of students accepted to participate in the SSS program during the 2007-2008 program year, the following percentages will graduate/transfer from IVC at the end of each of the specified academic years: 0% during academic year 2008-2009; 0% during academic year 2009-2010; 5% during academic year 2010-2011; 10% during academic year 2011-2012. Activity in progress.

Objective 2.3: Of the total number of students accepted to participate in the SSS program during the 2008-2009 program year, the following percentages will graduate/transfer from IVC at the end of the specified academic years: 0% during academic year 2009-2010; 0% during academic year 2010-2011; 5% during academic year 2011-2012; 10% during academic year 2012-2013. Activity in progress.

Objective 2.4: Of the total number of students accepted to participate in the SSS program during the2009-2010 program year, the following percentages will graduate/transfer from IVC at the end of each of the specified academic years: 0% during academic yea 2010-2011; 0% during academic year 2011-2012; 5% during academic year 2012-2013; 10% during academic year 2013-2014. Activity in progress.

Objective 2.5: Of the total number of students accepted to participate in the SSS program during 2010-2011 program year, the following percentages will graduate/transfer from IVC at the end of each of the specified academic years: 0% during academic year 2011-2012; 0% during academic year 2012-2013; 5% during academic year 2013-2014; 10% during academic year 2014-2015. Activity in progress.

Good Academic Standing: Of the total number of students accepted to participate in the SSS program during the 2006-2007 program year, the following percentages will remain in “good academic” standing at IVC at the end of each of the specified years: 75% during academic year 2007-2008; 75% during academic year 2008-2009; 75% during academic year 2009-2010; 75% during academic year 2010-2011. For every year of the funded proposal the same formula will apply until the SSS Grant ends August 2011. Activity in progress.

2. Verbally describe any outside factors that are currently affecting the program. (For example: changes in job market, changing technologies, changes in transfer destinations, etc.)

   The U.S. Department of Education plans to maintain the same standardized objectives: retention, graduation/transfer, and good academic standing.

   Outside factors affecting Student Support Services at Imperial Valley College is that the Grant is a competition.

3. List any significant issues or problems that the program is immediately facing.

   a) Program is under staff
   b) Competitive grant
   c) A computer lab for program students
   d) No privacy for student intervention

C. FUTURE: Program Objectives for the Next Three Academic Years: 2009-10, 2010-11, 2011-12

1. Identify the program objectives for the next three academic years, making sure these objectives are consistent with the college's Educational Master Plan goals. Include how accomplishment is to be identified or measured and identify the planned completion dates. If any objectives are anticipated to extend beyond this three-year period, identify how much is to be accomplished by the end of this review period and performance measures.

   The new SSS Grant will include the following standardized objectives:

   Objective 1: Retention
   Objective 2: Good Academic Standing
   Objective 3: Graduation/Transfer

2. Identify how student learning or service area outcomes will be expanded and fully implemented into the program. Include a progress timeline for implementation and program improvement.

   Students will learn to monitor their Student Educational Plan in order to make adequate academic progress and graduate/transfer successfully to the institution of their choice; will learn to do on-line the admission application; will learn to access Imperial Valley College student services to facilitate their success in different subjects; and students will become familiar with financial aid assistance available.

4. Identify any resources needed to accomplish these objectives. Identify any obstacles toward accomplishment and the plan to surmount these obstacles.

   Distance Education Program, Transfer Center, Financial Aid Office, Disabled Student Programs and Services, Associated Student Government and Student Affairs, Student Health Services, and Admissions and Registrar Office. Student Support Services is not aware of major obstacles that preclude the program from accomplishing their goals and objectives.

5. Identify any outside factors that might influence your program during the next three years.

It is a federal program. Imperial Valley College must compete nationwide for funding. Currently, we are writing the proposal for the next grant cycle.