ANNUAL PROGRAM REVIEW

NAME OF PROGRAM/DEPARTMENT/SERVICE AREA: TRiO UPWARD BOUND

NAME OF PERSON SUBMITTING THIS REVIEW: Audrey Peters

DATE OF SUBMISSION: October 15, 2010

MANAGEMENT AREA (check one):

- ☐ Administrative Services
- ☐ Instruction
- ☒ Student Services

ASSESSMENT OF PAST PROGRESS

Describe your progress on your previous year's objectives:

During the previous recruitment efforts for the Upward Bound program the 2/3 ratio of program participants meeting both the low income and potential first generation college student criteria was not met. Due to this ratio not being met, the UB grant was placed in non- compliance. The previous director worked diligently to bring the grant back into compliance. Although the program has and continues to make progress to stay in compliance, consequences of the past "non-compliance status" may mean FRC Upward Bound will not meet its potential Prior Experience Points when it is time to write a new grant.

Bringing UB back into compliance required and continues to require examining our processes. In the spring of 2010 the grant consultant conducted an audit of the UB program and provided recommendations that are currently being instituted by the program to shore up many of the issues that led to the non-compliance status.

As of August 30, 2010 the Director of UB resigned and there has been a transition in UB leadership, while the position is flown permanently. The UB Director position is currently being filled 20 hours per week on an interim basis, and will be filled full time permanent in December of 2010.

Objective 1: Academic Improvement	**Summary of Progress:**
75% of all UB participants with an expected high school graduation date during the school year will have achieved at the proficient level during high school on state assessment in reading/language arts and math.	As of spring of this year 46% of UB participants were proficient in both reading/language arts and math. 28% participants were not proficient in both reading/language arts and math while 26% were not proficient in math, but proficient in reading/language arts.
Connection to other plans:	**Resources/Budget Used:**
TRiO Upward Bound Grant Objectives	TRiO Room at target schools / Restricted Federal Department of Education TRIO Upward Bound Grant

Objective 2: Project Retention 80% of 9th, 10th and 11th grade participants served during each school year will continue to participate in the Upward Bound project during the next school year.	**Summary of Progress:** Due to a inconsistencies in directorship of the Upward Bound program, and the former non-compliance status due to the low number of students who meet both qualifiers, there has not been consistency in project retention. Although the retention rate was low for the last submission of the Federal APR, the retention rate is slowly improving as the number of students who are both first generation and low income rises in the total number of UB participants.
Connection to other plans: TRiO Upward Bound Grant Objectives	**Resources/Budget Used:** TRiO Room at target schools / Restricted Federal Department of Education TRIO Upward Bound Grant

Objective 3: Postsecondary Enrollment 70% of all UB participants (current and prior year participants) with an expected graduation date during the school year will enroll in a program of postsecondary education by the fall term immediately following the expected graduation date from high school.	**Summary of Progress:** 100% of UB participants who graduated in spring enrolled in a program of postsecondary education this fall.
Connection to other plans: TRiO Upward Bound Grant Objectives	**Resources/Budget Used:** Restricted Federal Department of Education TRIO Upward Bound Grant

Objective 4: **Post Secondary Persistence** 65% of all UB participants who enrolled in postsecondary education during the fall term immediately following high school graduation will be enrolled for the fall term the second academic year.	**Summary of Progress:** 80% of all UB participants who enrolled in postsecondary education during the fall term immediately following high school graduation enrolled for the fall term the second academic year.
Connection to other plans: TRiO Upward Bound Grant Objectives	**Resources/Budget Used:** Restricted Federal Department of Education TRIO Upward Bound Grant

CURRENT YEAR PROGRESS AND OBJECTIVES

What objectives and tasks will you take on for this year? (You may continue objectives from the prior year.) Will your allocated resources be sufficient given your objectives?

Objective 1: **Academic Improvement on Standardized Tests** 75% of all UB participants with an expected high school graduation date during the school year will have achieved at the proficient level during high school on state assessment in reading/language arts and math. **Connection to other plans:** TRiO Upward Bound Grant Objectives	**Action Plan (include who is responsible):** Provide academic support and tutoring to assist student's proficiency in reading/language arts and Math and improve test taking strategies to improve scores on standardized tests (UB Director, Advisors, Tutor). **Resources/Budget Needed:** TRiO Room at target schools / Restricted Federal Department of Education TRIO Upward Bound Grant

Objective 2: Project Retention 80% of 9th, 10th and 11th grade participants served during each school year will continue to participate in the Upward Bound project during the next school year. **Connection to other plans:** TRiO Upward Bound Grant Objectives	**Action Plan** (include who is responsible)**:** Work closely with advisors, UB participants and their parents to assure continued participation in Upward Bound (UB Director/Advisors). Include an interview process in recruitment process to assist in students commitment level prior to entering the Upward Bound Program. (UB Director). **Resources/Budget Needed:** TRiO Room at target schools / Restricted Federal Department of Education TRIO Upward Bound Grant

Objective 3: Postsecondary Enrollment 70% of all UB participants (current and prior year participants) with an expected graduation date during the school year will enroll in a program of postsecondary education by the fall term immediately following the expected graduation date from high school. **Connection to other plans:** TRiO Upward Bound Grant Objectives	**Action Plan** (include who is responsible)**:** Continue to encourage and support students throughout their high school career to enter postsecondary education. Support shall include assistance with selection, and application to postsecondary program, assistance with completing applications for financial aid, and creating a preliminary plan and budget for the year following graduation (UB Director/Advisors). **Resources/Budget Needed:** TRiO Room at target schools / Restricted Federal Department of Education TRIO Upward Bound Grant

Objective 4: **Post Secondary Persistence** 65% of all UB participants who enrolled in postsecondary education during the fall term immediately following high school graduation will be enrolled for the fall term the second academic year. **Connection to other plans:** TRiO Upward Bound Grant Objectives	**Action Plan** (include who is responsible)**:** Maintain contact with students during their first year of postsecondary education and continue to encourage them in their efforts. Direct students to appropriate resources to assist them at the college level (TRiO SSS, EOPS, Finacial Aid offices, etc) (UB Director, Advisors). **Resources/Budget Needed:** TRiO Room at target schools / Restricted Federal Department of Education TRIO Upward Bound Grant

BUDGET CHANGE REQUESTS FOR NEXT YEAR

Please provide rationale for budget *changes* (attach budget request sheets for entire annual budget).

TRiO Upward Bound is funded entirely through a restricted Federal Grant. There will be no general fund assistance requested by this grant. Furthermore the more funds spent by grants on indirect costs (such as payroll & fringes, supplies etc..) will generate more money for the college. Cuts to payroll and therefore fringes will simply mean less indirect funds for the college. We are always open for discussion as to how we may better utilize grant funds to enhance the mission of the college. Additionally, many of the participants Upward Bound serves express a desire to attend Feather River College.

SUMMARY UPDATE FROM COMPREHENSIVE PROGRAM REVIEW

Based on data provided:

1. Describe the current status of the Program/Depart/Service Area.

Currently the UB program's advisors are fully staffed and maintain a positive relationship with administrators and counselors at the target schools. The UB Director position is currently staffed half time on an interim basis. This position is slated to be filled on a full time permanent basis as of December 2010.

2. Explain significant issues and/or changes that have occurred since the last comprehensive review.

Since the last comprehensive review there has been a huge shift in UB staffing. The Director resigned and the position is currently filled on a half time interim basis; the position will be filled full time permanent as of December 2011. Since the last comprehensive review there has also been a change in staffing at the advisor level. Two advisors resigned and two new advisors were hired on a temporary basis. There has been restructuring so as to create a Senior Office Assistant position that is filled on a half time permanent basis. In addition, the tutor was retained and as of this school year also serves as an advisor.

With the graduation of a cohort of UB participants, there are currently 13 spots that the UB program is recruiting to fill.

Since the last comprehensive review there has been an audit of the UB program by the grant consultant. Implementation of the audit recommendations have occurred and will continue to occur.

3. Briefly explain significant changes expected during the upcoming year.

During the upcoming year a new Upward Bound Director will be hired. In addition there will be an additional 13 UB participants added to the program.

Since the last comprehensive review there has been an audit of the UB program by the grant consultant (See appendix). Implementation of the audit recommendations have occurred and will continue to occur. Specifically in the upcoming year there will be a greater effort to collaborate with other TRiO programs on campus (Talent Search and Student Support Services) and the Upward Bound Director will work to establish a Policies and Procedures manual (with the help of other departments on campus) that delineates institutional policies as well how the project performs basic daily operations.

APPENDIX

Attach supporting documents as appropriate. Please see Instructions for examples of supporting documents per Management Area.

Please see attached *Pinnacle Evaluation Services* document for consultant audit referenced in text of this document.

PINNACLE
EVALUATION SERVICES

Feather River College
Evaluation Report

Feather River College is an open-door, two-year college located in Quincy, California, in the Sierra Nevada mountain range. The community is dependent upon tourism, and many jobs in the area are in the hospitality industry. Blue-collar employment in the mill and timber industries have caused some income levels to be higher than expected; the outlook for these types of employment, however, is declining, with the closing of a mill in the Quincy area. FRC is the grantee of an Upward Bound project which is in its third year of its funding cycle.

I visited the FRC UB project in March 2010. While at FRC, I reviewed the following documents:

- The project's currently approved grant proposal
- The project's 2009-2010 budget
- Time and Effort Documentation
- Service documentation
- Expenditures for project year 2009 to present
- Ten participant folders
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I also conducted interviews with Ms. Louise Biggs, Director of Upward Bound; Ms. Michelle Petroelje and Ms. Carol Bernard, UB Advisors; Mr. Shane DeMiglio, Tutor; Ms. Karen Kusener, Program Specialist; Ms. Katie Schmidt, Chief Accountant; Dr. Lisa Kelly, Interim Associate Dean of Student Services and Enrollment management; and Dr. Ron Taylor, President. This report is a summary of document reviews and interviews as well as project recommendations.

The UB project is funded to serve 50 students annually. The UB program is housed at FRC, and the two UB Advisors have offices in the public schools they serve (Portola, Quincy, Greenville, Chester, and Westwood). The school districts have given the program access to student grades and transcripts. The project has a positive relationship with the departments on the FRC campus as well as personnel within the school districts. The UB Advisors meet with teachers in the schools to track participant progress and pull participants from elective classes for services.

Together, the UB staff offers the following services to its participants:

- Saturday Program (average two Saturdays per month)
    - SAT/PSAT preparation
    - Academic advising/workshops/develop and review education plans
    - Career assessments/activities

    - Study skills/test-taking skills workshops
    - Guest speakers
    - College application completion/workshops
    - Financial Aid applications/information
    - Parent meetings/information sessions
    - Community service activities
- After-School program
    - Tutoring (once a week in each school)
    - Advising (once a week in each school)
- Summer Program
    - Academic classes (regulatory curriculum, Monday-Thursday)
    - Cultural trips/field trips/college visits (Fridays during summer and trip at the end of the summer)
    - Work study availability

Participant Selection and Services – The UB project recruits students for the program in the spring of the year; newly selected participants attend the summer program. Project eligibility is determined by parent self-reporting and the previous year's tax return. The parent/legal guardian signs off on first generation status, citizenship status, and taxable income level during the application process.

The UB staff sees each participant once weekly to coordinate tutoring services and offer advising. Approximately two Saturdays each month are reserved for academic enrichment activities; the summer program focuses on academics Monday – Thursday with Friday reserved for college visits/field trips. The summer program culminates with an out-of-town cultural trip.

The project awards stipends to participants; these stipends are reduced if the student does not participate in the required UB activities. The UB staff holds the students to high standards of conduct and participation.

The project keeps all participant files in lockable filing cabinets in the project's office complex. Files are secured at all times by project staff. The project uses a StudentAccess database to record participant services and advisor/tutor notes. A copy of all services and sign-in sheets is placed in participant folders at the end of each project year.

Fiscal Procedures – The institution uses a $750 single-unit level to designate equipment. The institution does not currently have an indirect cost agreement negotiated with the Department of Health and Human Services but does have a Board-approved resolution; the Chief Accountant will pursue a negotiated rate in the near future. Each UB employee completes a monthly Time and Effort form.

The project uses institutional policies to initiate order and acquire supplies as well as to travel, garnering the appropriate approvals. Institutional fiscal and travel policies and procedures must be followed by all TRIO staff; the institution is audited annually, and institutional policies provide protection for all the programs.

UB stipends are processed monthly, and checks are issued to individual participants. The Chief Accountant draws down UB funds on a regular basis (monthly) to reimburse for expenses incurred. The UB Project Director monitors the Banner database daily/weekly to verify orders and expenses. The project and the Business Office maintain open communication and work together to track expenditures.

Recommendations:

- The project should develop a Policies and Procedures manual that delineates institutional policies as well as how the project performs basic daily operations (participant selection, provision of individual services, etc.). This manual should be updated as institutional/project policies change.

- The UB project uses the application form to document a participant's low income eligibility for the project. Currently, this form includes income ranges from which a parent/legal guardian or the student can choose. Instead of income ranges, a blank ($_____) for the parent/legal guardian/student to provide taxable income amount should be used.

- The HEOA provides four ways that a project can document low income eligibility: signed statement from parent/legal guardian, another government source, signed tax return, and a signed financial aid application. Regardless of the source used, the project should obtain an exact monetary amount to compare against the official low income chart.

- Time and Effort forms reflect time worked for the UB project but should also include a certification statement by each employee.

- The project does a really good job in documenting participant status (entrance into probationary period, acceptance as a participant, release of participant for non-participation) with letters to participants and their parents/guardians. However, many of these letters were not dated. Acceptance letters with dates are critical to tracking the participant's progress through the project.

- The project secures parent/guardian signatures to determine taxable income levels; however, the parent/guardian is asked to supply a copy of the previous

year's tax return to substantiate this income level at the time of application. Project staff should ensure that the parent/legal guardian signs this copy of the tax return.

- The project should place a copy of the appropriate income chart in each participant's folder to substantiate low income designation or keep a master folder of each year's chart.

- Project staff delivers a wide array of services to participants which is evident in the participant folders and in participant progress. However, in some of the folders, the services were not organized, and some year's activities were mixed in with other year's activities. While the documentation of services is being done, this documentation should be organized so that one can more easily see the progress the participant is making through the project and through secondary school.

I appreciate the opportunity to review the FRC UB project. Overall, the project is providing valuable services to participants, and students served by the project show academic progress. I can see that the staff works very hard to meet the needs of each of their participants. The UB staff has high expectations and standards for participants which will prepare them for post secondary education and life in the "real world." I would urge the two pre-college TRIO projects at FRC to work together in a joint effort to provide a coordinated effort in service delivery to the public schools they serve; a coordinated effort among all three TRIO projects with a smooth transition into post secondary education will benefit all the projects, the institution itself, and, most importantly, the low income and/or first generation students they serve.

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2011-2012 BUDGET PROPOSAL

RESPONSIBILITY: Director TRiO SSS

FUND CODE: **1200** **restricted**

ORGANIZATION CODE: **30520** **trio/sss**

FEATHER RIVER COMMUNITY COLLEGE DISTRICT

ACCOUNT CODE	ACCOUNT TITLE (Please provide specific detail supportin	Strategic Planning Goals & Objectives Policy Area (If Applicable)	2009-10 ENDING BUDGET	2009-10 ACTUAL	2010-11 ADJUSTED FINAL BUDGET	2011-12 PROPOSED BUDGET REQUEST
2110	Classified Administration Salary	1, 3, 5	-$7,888	14681.03	$54,889	$54,889
2120	Classified Salary	1, 3, 5	$0	46929.01	$68,060	$74,334
2125	Classified Hourly Temp	1, 3, 5	$0	446.24	$0	$0
2210	Instructional Aides; Salary	1, 3, 5	$0	36225.42	$27,113	$30,448
2335	Non-Instr Student				$10,300	$1,000
2410	Instructrional Aides; temp				$4,100	$0
2420	Intructional Student Tutors				$0	$10,000
3000	Fringes	1, 3, 5	-5034	$32,870	$38,092	$46,327
4310	Instructional Supplies	1, 3, 5	$0	5331.43	$2,558	$1,000
4325	Non-Instructional Supplies	NA	-$278	1785.09	$1,280	$500
5020	Dues and Memberships	1, 3, 5	0	967	$1,000	$1,000
5050	Consultants & Contracts	1, 3, 5	-345	3985.5	$2,000	$3,500
5055	Online Contract Serivce				$1,500	$1,500
5060	Postage & Shipping	1, 4	33	32.67	$0	$0
5076	Maintenance Contracts	1, 4, 5	0	299	$1,200	$0
5100	Employee Travel Expenses	NA	34	4633.53	$5,200	$2,500
5101	Student Travel Expenses	1, 3, 4, 5	-2750	2452.98	$2,523	$3,000
5107	Employee Conference Registration				$975	$1,000
5108	Webinar Training	1, 3, 5	1385	1385	$1,385	$0
5905	Events and Programs	1, 3, 5	-5795	1204.55	$2,000	$1,172

5920	Student Meals				$2,000	$2,000
5922	Indirect Costs	NA	208	14144.17	$18,186	$19,000
6410	Instructional Equipment	1, 3, 5	23152	23574.17	$1,144	$0
7500	Student Financial Aid	1, 3, 5	-40650	0	$10,000	$10,000
8121	TRIO SSS Revenue	NA	-37928	190946.34	$255,505	$263,170
	3% increase from Feds				$7,665	
	11-12 Total Revenue				$263,170	
	Strategic Planning Goals & Objectives 2008 - 2011					
	Policy Area 1: Effectiveness of Instruction/Stu		Policy Area 4: Decision-Making and Communication			
	Policy Area 2: Sustainability/Economic Stabilit		Policy Area 5: Campus Environment			
	Policy Area 3: Enrollment Management		Policy Area 6: Facilities			