ANNUAL PROGRAM REVIEW

NAME OF PROGRAM/DEPARTMENT/SERVICE AREA: STUDENT SUPPORT SERVICES/TRIO

NAME OF PERSON SUBMITTING THIS REVIEW: Lori Bergum

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:

Objective 1: At the end of each academic year, at least 85% of all SSS participants will be in good academic standing with a GPA of 2.0 on a 4.0 scale.	**Summary of Progress:** For 09-10, 96.41% participants were in good standing.
Connection to other plans: Strategic Plan	**Resources/Budget Used:** • Resources: SSS staff time (academic and advising support); Banner; Student Access software • Budget: As set by US Department of Education

Objective 2: Retention/Persistence: Entering SSS cohort students will be retained in the college (or graduate or transfer).	**Summary of Progress:** For 09-10, 84.43% of participants were retained/persisted.
Connection to other plans: Strategic Plan	**Resources/Budget Used:** • Resources: SSS staff time (academic and advising support); Banner; Student Access software; National Student Clearinghouse • Budget: As set by US Department of Education

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: At the end of each academic year, at least 85% of all SSS participants will be in good academic standing with a GPA of 2.0 on a 4.0 scale.	**Action Plan (include who is responsible):** All SSS Staff
Connection to other plans: Strategic Plan SEM Plan	**Resources/Budget Needed:** • Resources: SSS staff time (academic and advising support); Banner; Student Access software • Budget: As set by US Department of Education

Objective 2: Retention/Persistence: Annually, 70% of participants will be retained in the college (or graduate or transfer).	**Action Plan** (include who is responsible)**:** All SSS Staff
Connection to other plans: Strategic Plan SEM Plan	**Resources/Budget Needed:** • Resources: SSS staff time (academic and advising support); Banner; Student Access software; National Student Clearinghouse • Budget: As set by US Department of Education

BUDGET CHANGE REQUESTS FOR NEXT YEAR

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

Budget Request(s): **Amount** **Account Code**	**Rationale** (include connection to other plans)**:**
N/A	

SUMMARY UPDATE FROM COMPREHENSIVE PROGRAM REVIEW

Based on data provided:

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

The FRC Student Support Services grant was renewed for the 2010-2015 period. The SSS program is on course towards meeting this year's objectives; however, several invited students need to go through the intake process. The program is at full capacity with 167 students. The database updates for the annual performance report to the U.S. Department of Education are on schedule to meet the

deadline which is currently undetermined. An external evaluation of the SSS program was performed in April, 2010 by Lucy Jones of Pinnacle Evaluation, an affiliate of Ramona Munsell and Associates. The recommendations from Ms. Jones were minimal and have been implemented.

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

A job analysis occurred in fall 2009 in order to accommodate the director's vision of services. It was found that one of the instructional assistants taken on advising job duties as had been necessary to provide the advising services to the program participants. The 2010-2015 grant reflects staffing based on that job analysis and is reflected as follows: Program Director (100%); two Advisors (80% and 100%); and one Learning Center Coordinator (80%). The concept is that the increase in advising as "high touch" will benefit student retention and persistence towards transfer.

The 2010-2015 grant reflects an other major change from the previous grant. The SSS program will now provide group student tutoring/mentoring and supplemental instruction (utilizing group tutoring following the tutor's attendance in a class to ensure the tutor knows the progression of course content). The concept is that the communal aspects of group tutoring will provide a support group or learning community to better serve at-risk students.

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

Continue with the change in vision brought by the new director in June 2009 The vision included an implementation of: a "high touch" advising model (still needs some work, particularly a advisor work plan); a pilot "learning community" program for targeted students; and the hiring of student tutor/mentors (currently math and biology are covered).

Other ideas to consider to implement are: use of ePortfilios; SSS leadership component; community service; first and second year advising track; use of multimedia or online services to bolster workshops; creation of internal evaluations; use of texting and other online media to increase receipt if program information and participation in program activities; increase relationship building with Upward Bound and Educational Talent Serach.

Due to changes in facilities, the FRC Library computer lab will become vacant in early 2011 allowing the SSS program to no longer share cramped facilities in the Learning Center. This will allow the SSS program to better provide services such as tutoring/SI, workshops, advising, etc., to students without confusion with LC services.

APPENDIX

Pinnacle recommendations.

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 lumber industry has caused some income levels to be higher than expected; the outlook for this type of employment, however, is declining, as a lumber mill recently closed in the Quincy area. FRC is the grantee of a Student Support Services project which is in its last year of its current funding cycle.

I visited the FRC SSS 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

I also conducted interviews with Ms. Lori Bergum, Director of SSS; Gretchen Baumgartner, SSS Tutor Coordinator and math tutor; Mr. Josh White, SSS Advisor ; Ms. Beth Reid, SSS Advisor and English tutor; Mr. Billy Ogle, part-time SSS Instructional Assistant; 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 SSS project is funded to serve 160 students annually. The SSS program is housed at FRC in the same building as the institution's tutoring program. The project has sufficient access to student transcripts and other records needed to determine eligibility and progress. The SSS project has a very positive relationship with FRC faculty, Financial Aid, and other departments on campus. The Director and staff have made a conscious effort in the past year to elevate the project's visibility and standing on campus with students and faculty/staff.

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

- Peer tutoring (provided by college but enhanced by SSS for its participants)
- Study groups
- Learning styles/goal setting/decision making/problem solving workshops
- Supplemental instruction
- Personal/financial/academic/career/transfer advising
- Financial workshops/assistance in completing financial aid applications
- Transfer trips
- Mentoring
- Cultural enrichment
- Technology assistance
- Grant aid

Participant Selection and Services – The SSS project recruits students for the program year-round. Because of the targeted efforts of the staff to increase the visibility of the project on campus, participant recruitment is highly effective. One of the specific targeted populations is the athletic programs on campus. One of the SSS Advisors works directly with the sports programs and the coaches, and this has proven very effective in reaching this group. SSS staff delivers presentations to college classes and accept student referrals from Financial Aid and Admissions. Two of the SSS Advisors teach adjunct classes, and this contact with students and faculty is especially valuable to the project. Project eligibility is determined by student self-report and by using online financial aid records. The student self-reports first generation status and citizenship status. The project uses financial aid records to glean family income, which staff then compares to the official low income table. Academic need is also determined by student self-identification. Determination of disabling condition is done by the institution's Disability Support Services, which, in turn, cooperates with the SSS project.

The SSS project coordinates tutorial services with the institution. The SSS staff monitors participant progress through classes very closely and intervenes when necessary. Participants must also set academic, career, and cultural/social goals upon entrance into the project. Participants are required to meet with an SSS Advisor at least twice during the semester.

The project awards grant aid to selected participants; SSS participants must complete an application for grant aid to be considered for an award, and aid is awarded using a point system. The project consults with the Financial Aid office to ensure that students are not awarded beyond their cost of attendance.

The project keeps all participant files in lockable filing cabinets in the project's office complex. The project uses a StudentAccess database to record participant services and advisor/tutor notes. The IT department at the institution secures the SSS and institutional databases; both are password-protected so that only qualified personnel may enter each system.

All SSS staff has received some kind of professional development training this year. Before becoming the project director, Ms. Bergum had several years' experience with the institution in another capacity. This previous experience has benefitted the project in that she was familiar with institutional policies and procedures before taking the director's position.

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 SSS 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.

Supply requests are approved by the Project Director and the Chief Fiscal Officer. Travel requests are approved by the Chief Student Services Officer. The IT department approves all technology purchases and inventories equipment.

The Chief Accountant draws down SSS funds on a regular basis (monthly) to reimburse for expenses incurred. 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 SSS project uses financial aid data to document a participant's low income eligibility for the project. Currently, the project uses adjusted gross income to compare to the chart which means that some students are not qualified as low income who might meet the criteria. There seems to be no problem meeting the 2/3 LIFG requirement, but the project could consider calculations to get to taxable income if desired. If a student is not on financial aid, he/she is not considered to be low income. The project should develop an additional form for independent students to sign with a blank ($_____) for the student to enter his/her taxable income and instructions on where the number for taxable income is located on each income tax form.

- Time and Effort forms reflect time worked for the SSS project but should also include a certification statement by each employee. Care should be taken to ensure that the employee and the supervisor sign and date each completed time and effort form.

- The student self reports academic need at the time of application to the project. There should be some kind of back-up for this determination in the participant's folder. Also, services delivered to participants should be printed from the StudentAccess database at the end of the year and placed in the participants' folders.

- 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.

- The Project Director should formulate a plan to reconcile project records of expenditures and travel with institutional records. The institution's records are housed on a Banner database, so they are accessible to the project at all times. Project expenditures should be tracked and checked to assure accuracy.

PINNACLE
EVALUATION SERVICES

I appreciate the opportunity to review the FRC SSS 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. I would urge the two pre-college TRIO projects at FRC to work more closely with the SSS project in a joint effort to provide a coordinated effort in service delivery to 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/Stud		Policy Area 4: Decision-Making and Communication			
	Policy Area 2: Sustainability/Economic Stability		Policy Area 5: Campus Environment			
	Policy Area 3: Enrollment Management		Policy Area 6: Facilities			