ANNUAL PROGRAM REVIEW

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

NAME OF PERSON SUBMITTING THIS REVIEW: Gretchen Baumgartner

DATE OF SUBMISSION: 10/14/2011

MANAGEMENT AREA (check one):

- ☐ Administrative Services
- ☐ Instruction
- ☒ Student Services

ASSESSMENT OF PAST PROGRESS

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 10-11, 94.58% of our participants were in good standing.
Connection to results from assessment of student learning and/or other plans: Strategic Plan – Goal 2.2, 2.3 Student Services SLO – 2,4	**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: Annually, 70% of participants will be retained in the college (or graduate or transfer).	**Summary of Progress:** For 10-11, 86.3% of our participants were retained at FRC (or graduated or transferred).
Connection to results from assessment of student learning and/or other plans: Strategic Plan – Goal 2.2, 2.3 Student Services SLO – 4,5,6 SEM 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 (FISCAL YEAR 2011-12)

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:** We are currently receiving progress reports for the fall semester and assessing what we can do to help students be successful. We provide a variety of

	support to our students such as: assisting them in signing up for a tutor through the Learning Resource Center, finding a TRiO student mentor/tutor, and Academic Success Workshops. Also, the Achieve Center is open during the day for students to receive extra help in their classes from the TRiO staff.
Connection to results from assessment of student learning and/or other plans: Strategic Plan – Goal 2.2, 2.3 Student Services SLO – 2,4	**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: Annually, 70% of participants will be retained in the college (or graduate or transfer).	**Summary of Progress:** For 2011-12, we are currently helping TRiO students complete graduation petitions for Spring 2012 and complete CSU/UC transfer applications for Fall 2012. Also, Josh White and Beth Reid are currently making appointments with their TRiO advisees for Spring 2012 priority registration.
Connection to results from assessment of student learning and/or other plans: Strategic Plan – Goal 2.2, 2.3 Student Services SLO – 4,5,6 SEM 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

NEXT YEAR'S NEW OBJECTIVES (FISCAL YEAR 2012-13)

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/TRiO Staff
Connection to results from assessment of student learning and/or other plans: Strategic Plan – Goal 2.2, 2.3 Student Services SLO – 2,4	**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/TRiO Staff

Connection to results from assessment of student learning and/or other plans:	**Resources/Budget Needed:**
Strategic Plan – Goal 2.2, 2.3 Student Services SLO – 4,5,6 SEM Plan	• Resources: SSS staff time (academic and Advising support); Banner; Student Access software; National Student Clearinghouse • Budget: As set by US Department of Education

NEXT YEAR BUDGET CHANGE REQUESTS (FISCAL YEAR 2012-13)

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)**:**
NA		

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 is working hard on entering their new students for the 2011-2012 school year. SSS will have a total caseload of 171 students for this year after all the new students have completed their "intake" paperwork. The program is waiting for updates from the U.S. Department of Education to be able to complete the annual performance report which has an undetermined deadline at this time.

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

The SSS director resigned during the summer and due to a tight budget the Learning Services Coordinator which was classified as an Instructional Assistant was reclassified to be an official Coordinator. The program's personnel are managed by the CSO and the budget and program operation is managed by the Coordinator. The U.S. Department of Education put into an effect a 3.1% budget cut this year. The SSS budget was reorganized to accommodate this cut and the change of the coordinator/director salary and fringes.

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

Continue with the vision change of the "high touch" advising model and our "learning community"/tutor/mentor program.

Other ideas we are still looking into implement are: use of ePortfilios; SSS leadership component;

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 in program information and participation in program activities; increase relationship building with Upward Bound and Educational Talent Search.

Due to the move of the FRC Library, SSS will move to the old Library computer lab scheduled during winter break. This will allow all SSS staff to have offices in a more central location with the other student service offices on campus. This should also allow for better communication with the other campus advisors.

APPENDIX