Student Support Services (FasTrack) Program Review

2007-08

Evergreen Valley College
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Program Description

Student Support Services- (FasTrack) is a federally funded Student Support Services (SSS) TRIO program designed to assist first-generation, low-income, and disabled students as they prepare to obtain a two-year degree and/or transfer to a four-year university. FasTrack is a program ultimately geared toward student academic success and goal achievement.

Mission Statement

The Student Support Services (FasTrack) program at Evergreen Valley College is designed to assist motivated first generation, low-income, and disabled students in achieving academic success & personal development while at the same time preparing students for transfer to a four year university and ultimately a career.

We prepare students by providing academic counseling, student support workshops, tutoring, cultural enrichment, university visits, civic engagement opportunities, career exploration & preparation, and by providing a culture of lifelong learning.

The faculty and staff in the FasTrack program are committed to assisting students in finding their educational and career passion by sharing experiences and by working closely with students to promote academic, career, & personal excellence.

Office Hours/Location:

Student Support Services- (FasTrack) is located in the Dr. Mauro Chavez Student Center Building, SC-110. Office hours are:

- Monday, Tuesday, Thursday, and Friday 8:00 a.m.-5:00 p.m.
- Wednesday 8:00 a.m.-7:00 p.m.

Program Services:

- Educational and Career Planning
- Associate and Bachelor Degree Completion Readiness
- University Transfer Preparation
- Student Grant Aid (Students who qualify)
- Study Skills/Test Taking Workshops
- Academic Counseling
- Academic Tutoring
- Cultural Enrichment Activities
Eligibility Requirements

Evergreen Valley College students are eligible to receive services from the Student Support Services- (FasTrack) Program if, he or she must meet the federal income eligibility requirements outlined by the United States Department of Education. Applicants must be first generation, low income, and/or have learning or physical disability. The maximum taxable income to be eligible as a low-income participant is $15,600 for an individual (add $5,400 for each additional family member). Students must be enrolled in a minimum of six units per semester and maintain satisfactory academic progress. Applications and additional information may be obtained in the FasTrack office, Room SC-110, or by calling (408) 274-7900 Ext. 6547.

List of Staff and Titles

Mark Sanchez  Director- Student Support Services Program
Teresa Carpio  Academic Counselor
Qiana Medina  Retention Specialist
Danielle Goodwin Administrative Assistant

External Contributing Factors

Level Funding from United States Department of Education (USDOE)

- The current funding level from the USDOE is adequate, however, as costs of staffing increases we will be limited as to the depth of services we will be able to provide to an increasing number of students.
- This level funding will affect the programs ability to serve an increasing student population.
- This level funding will affect the programs ability to provide support services to students to ensure retention in college.

Increasing Number of Students with Basic Skills Deficiencies

- An increasing number of first-generation, low-income, and disabled student populations are placing at remedial levels when taking the college placement test. This will affect our ability to get Students University or career ready in the shortest amount of time possible.

Increasing Costs of College Preventing Students from Attending College

- The increase in the costs of college and college related expenses is preventing many people from pursuing a community college education. This will directly impact our potential to recruit students.

Increase Costs of Living Preventing Student from Attending College

- Many students are being forced to choose between attending college and working in order to meet basic life expenses. Many of our students are choosing to work and perhaps return to college in the future if their economic situation improves.
**Competition from Other Community Colleges**

- Many local community colleges have programs that Evergreen Valley College does not offer.
- Many of our students may choose to attend a community college that is closer to where they live and or work.
- Student Support Services (FasTrack) has the ability and the opportunity to apply for additional grants/funding to expand and/or enhance services.
- Our growing campus will attract more potential FasTrack participants due to a larger student enrollment.

**External On-Campus Factors**

**Change in Leadership Positions**

- Many new staff members in leadership positions will have to become acquainted with the success of the Student Support Services- (FasTrack) Program and support the continued efforts to impact student success.

**Technological Challenges**

- The functionality of Datatel affects the ability of program staff to access information and thus inhibits efficiency in the program.

**Student Services Collaboration**

- Increasing collaborative efforts with other departments will provide and expand student services (campus tours, workshops, etc.).

**Internal Contributing Factors**

**Staffing Issues**

- Limited staffing at times affects the programs ability to deliver comprehensive services particularly as it pertains to academic counseling.
- Increased need for more comprehensive student engagement activities based on pedagogical best practices.
- Increased collaboration and resource sharing with other student support service programs on campus.
- More training/staff development opportunities will enhance program operation and staff performance.
Program Strengths

- Strong program culture of engaging students and preparing them for academic and career success.
- Very good activities and workshops in place to assist students in academic goal achievement.
- Staff who live the mission and vision of lifelong learning.
- Great relationships with local four year universities.
- Is a presence at campus and community events.
- Delivers excellent tutoring services for students.
- Has staff that genuinely cares about each and every student.
- Centrally located within the Dr. Mauro Chavez Student Support Services Center.
- Laptop loan program to students has made it possible to expand SSS student access to technology.

Program Weaknesses

- Based on contract funding, capacity to serve only 160-200 students.
- Limited staffing
- Interim Program Staff
- Insufficient available funds to accommodate a growing student population.
- Possible budget cuts and/or increased responsibilities without additional funds; programs may find it necessary to cut services.
- Lack of adequate staff to cover the office during program activities and training opportunities.
- Increases in staff workloads without additional staff.

Program Goals

Ensure compliance with Federal TRIO Regulations

Activity 1: Maintain accurate records of program participants

Timeline: Ongoing
Resources: FasTrack Student Database
Outcomes: Ability to extract information for program reports and access to student demographic information
Responsibility: Director, Staff Assistant II

Activity 2: Communicate frequently with USDE program officer

Timeline: Ongoing
Resources: N/A
Outcomes: Better communication/information gather for program compliance and improvement.
Responsibility: Director

Activity 3: Obtain updated copies of current SSS and TRIO regulations
Timeline: Ongoing
Resources: COE and U.S. Department of Education Website (s)
Outcomes: Program will be able to comply with new regulations and/or changed regulations and policies.
Responsibility: Director, Staff Assistant II

Obtain/Provide additional staff training and development

Activity 1: Coordinate Datatel training with various areas, as needed
Timeline: Ongoing
Resources: Training materials, ITSS staff and other designated staff as needed
Outcomes: Program staff will have a better understanding of Datatel functions
Responsibility: Director

Activity 2: Provide opportunity for Program Counselor to attend Counselor meeting and informational sessions.
Timeline: Ongoing
Resources: Free time for counselor schedule, minimal registration fees
Outcomes: Counselor will stay informed of current transfer/graduation requirements.
Responsibility: Director, Counselor

Activity 3: Staff will attend TRIO/Department of Education training as funding becomes available
Timeline: As training becomes available
Resources: Travel/training funds, TRIO program dissemination grants
Outcomes: Staff will be better equipped to carry out their job duties and a healthy program culture will be developed.
Responsibility: Director/Program Staff

Promote and improve student access to program and campus resources

Activity 1: Develop additional program marketing materials to include materials in different languages.
Timeline: End of Fall 2008
Resources: SJECCD Marketing, Reprographics
Outcomes: Students will be more aware of program services and eligibility
Responsibility: Director, Counselor, Program Assistant
Activity 2: **Program orientation for new FasTrack students**

**Timeline:** During the first two weeks of each semester  
**Resources:** Staff, workshop materials, program flyers & regulations, office space  
**Outcomes:** Students will be better acquainted with program staff, program expectations, resources, guidelines, and requirements.  
**Responsibility:** Director, Counselor, Program Assistant

Activity 3: **Present program information to new EVC students at campus orientation**

**Timeline:** On-going  
**Resources:** Program brochures/flyers, applications, staff  
**Outcomes:** New students will have more access to program information  
**Responsibility:** Director, Counselor, Program Assistant, College Staff

**Improve student performance and retention**

Activity 1: **Conduct early intervention progress reports**

**Timeline:** The fifth week of each semester  
**Resources:** Faculty, staff, progress report forms  
**Outcomes:** Students and counselor will be able to meet to discuss ways students can improve their grades and classroom performance.  
**Responsibility:** Director, Counselor, Program Assistant, Faculty, Staff

Activity 2: **Offer workshops on specific academic and personal topics determined by students needs assessment.**

**Timeline:** A minimum of once a month per semester  
**Resources:** Program staff, student needs assessment form  
**Outcomes:** Students will learn to develop and improve study habits, stress management and time management skills.  
**Responsibility:** Director, Counselor, Program Assistant, Faculty

**Graduation and Transfer Preparation for Students**

Activity 1: **Offer workshops to educate students on graduation and transfer options**

**Timeline:** Once per semester  
**Resources:** Counselor  
**Outcomes:** Students will be more knowledgeable about the transfer/graduation process.  
**Responsibility:** Director, Counselor
Activity 2: **Organize field trips to four-year universities and colleges**
**Timeline:** Once a semester
**Resources:** Transportation, University/College Staff, Program Staff
**Outcomes:** Student will be more prepared to transfer to a 4 yr. institution
**Responsibility:** Director, Program Assistant

Activity 3: **Assist students in completing graduation petition and transfer applications**
**Timeline:** During CSU/UC application period each year/semester
**Resources:** Application forms, transfer center, transfer packets, Counselor
**Outcomes:** Students will be prepared to complete applications completely and accurately.
**Responsibility:** Director, Counselor

Prepare a successful proposal for the Student Support Services competitive grant process.

Activity 1: **Meet with the District Research and planning to get accurate district student demographic information.**
**Timeline:** August 2008
**Resources:** Research Data
**Outcomes:** Staff will have accurate district data to include in the TRIO grant proposal.
**Responsibility:** Director

Activity 2: **Review previous grant proposal and use it as a template for new proposal**
**Timeline:** March 2008-September 2008
**Resources:** USDE website, 2004 TRIO grant application
**Outcomes:** Information within the grant will be thorough and accurate.
**Responsibility:** Director, Counselor, Program Assistant

Activity 3: **Develop a completed grant proposal for electronic submission**
**Timeline:** June 2008-October 2008
**Resources:** Student data, revised copies, program staff
**Outcomes:** Grant proposal submission prior to the deadline
**Responsibility:** Director, Program Assistant

Available Data and Establishment of Baselines
Evergreen Valley College
Student Support Services (TRIO) Program
Student Survey
SC-110

Student Name: ___________________ Student ID: _________________
Date of Birth: _________________ Major: ________________________

On a scale of 1-5 (1 being not familiar at all and 5 being really familiar), how familiar are you with the services offered by the following campus programs/departments? (Please Circle):

<table>
<thead>
<tr>
<th>Program &amp; Requirements</th>
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<td>Career Goals:</td>
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Are you planning to transfer to a four-year University? Circle one

Yes/No

If so, please list your top 3 choices for the University you wish to transfer to:

1. ____________________________________________________________

2. ____________________________________________________________

3. ____________________________________________________________
Pretest Survey Data Fall 2007

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| Mean    | 4.04          | 3.33             | 4.19  | 3.9        | 3.76        | 3.76         | 2.42    | 2.28     | 3.14                       | 2.33          | 2.9       | 3.14      | 2.33        | 3.09 |
| Std. Dev| 1.23          | 2.82             | 2.82  | 2.06       | 1.78        | 1.38         | 1.55    | 1.69     | 1.58                       | 1.77          | 1.57      | 1.56      | 1.56        | 1.56 |
| Variance| 1.95          | 2.13             | 1.46  | 2.09       | 2.09        | 2.16         | 2.31    | 2.73     | 2.53                       | 2.99          | 2.73      | 2.63      | 2.99        | 2.99 |

\[
\sum X = 85 \quad \sum X^2 = 7225 \quad \sum Y = 70 \quad \sum Y^2 = 4900 \quad \sum XY = 5950 \quad \sum S_i^2 = 30.80 \quad S^2 = 39.85
\]

\[
\sum X = 480 \quad \sum X^2 = 34496 \quad \sum Y = 379 \quad \sum Y^2 = 24703 \quad \sum S_i^2 = 26586
\]

Pearson Split-Half
\[
R_{yy} = 21(26586) \cdot (480)(379) \cdot \sqrt{(21)(34496)} \cdot 480^2 \cdot \sqrt{(21)(24703)} - 379^2
\]
\[R_{yy} = 0.87\]

Spearman-Brown
\[R_{adj} = 2^0.87 / 1+(2-1)(0.87)\]
\[R_{adj} = 0.93\]

Cronbach Coefficient Alpha Reliability
\[a = (13/12)^{(1-(30.80/39.85))}\]
\[a = 0.2462\]
### Post Test Survey Data Spring 2008

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<th>Student</th>
<th>Financial Aid</th>
<th>FasTrack Services</th>
<th>EOP&amp;S</th>
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Mean: 4.66 4.71 4.33 4.76 4.52 4.28 4.61 4.19 3.95 4.23 4.47 4.09 4.14
Std. Dev: 0.483 0.46 0.66 0.44 0.51 0.46 0.50 0.51 0.74 0.70 0.60 0.70 0.96
Variance: 0.23 0.21 0.43 0.19 0.26 0.21 0.25 0.26 0.55 0.49 0.36 0.70 0.93

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ΣX = 98  ΣX² = 9604  ΣY = 99  ΣY² = 9801  ΣXY = 9702

Spearman-Brown

\[ R_{ab} = \frac{\text{Correlation} \times (N - 1)}{N} \]

\[ R_{ab} = 0.93 \]