

Student Support Services Program Review

2011—2012

Mission Statement

- The FasTrack Program at Evergreen Valley College is committed to assisting first generation, low-income and students with disabilities achieve success in obtaining an Associate's degree and/or prepare for transfer to a traditional college or university.
- We provide assistance through academic counseling, information workshops, tutorial services, cultural enrichment, university visits, career exploration and lifelong learning instruction.
- The FasTrack faculty and staff are fully committed to promoting academic excellences and encouraging Program students to identify their educational objectives, select career pathways and embrace personal growth and development.

Program Summary:

Student Support Services (SSS), also known as FasTrack, started in 1968 and was originally known as Special Services for Disadvantaged Students, was one of three educational opportunity programs. Funds are awarded to institutions of higher education to provide opportunities for academic development, assist students with basic college requirements, and to motivate students toward successful completion of their postsecondary education. SSS programs also provide grant aid to students who are receiving Federal Pell Grants. The goal of SSS programs is to increase the college retention and graduation rates of its students.

Based on data collected by the SJECCD Research and Planning Department for fall 2008, the student demographics at EVC reflect a high number of low-income, students with disabilities and first-generation college students. This population tends to be characterized by low persistence, low academic success, and low graduation and transfer rates.

According to data derived from the EVC Financial Aid office, forty-two percent (42%) of students enrolled in fall 2008 met the eligibility requirements for the SSS low-income criteria. EVC's low-income population is comprised of recent immigrants, displaced workers, single parents, recipients of public assistance and other students who do not have the language or technology skills needed in today's competitive job market. In addition to the lack of preparedness for college level work, many EVC students do not have a focused academic or career objective. The area feeder high schools experienced budget cuts which drastically

reduced counseling services which could have helped students with career and academic planning.

The purpose of the EVC SSS program is to strengthen student achievement in transfer level courses while increasing the persistence, transfer, and graduation rate for first generation, low-income and students with disabilities. The SSS program nurtures student success by promoting services that provide academic development through academic counseling, tutorial services, study skills workshops, transfer seminars, university and college visits, financial literacy colloquium and cultural/diversity & leadership activities. These services increase the probability of student retention, graduation and transfer to traditional colleges and universities.

List of Staff

Maria Theresa Carpio—Counselor

Camella Martian—Staff Assistant

Savander Parker—Program Director

PART A: Overview of Program

The Student Support Services (SSS/FasTrack) program has aligned its Commitments to Action (CTA) to comport with the mission and strategic initiatives of the Evergreen Valley College.

Strategic initiatives:

1. Student-Centered: SSS/FasTrack provides services and educational experiences that increase the probability of success for students in the Program.

Areas of focus are:

- Targeted recruitment
- Forging campus partnerships
- Cultivate a collaborative environment

2. Community Engagement: SSS/FasTrack will provide an environment that stimulates learning and intellectual development:

The areas of focus are:

- Establish networking opportunities
- Cultivating a networking culture
- Fostering academic curiosity

3. Organizational Transformation: SSS/FasTrack will provide pathways for involvement with local agencies and educational experiences within the community:

Areas of focus:

- Student employment opportunities
- Transfer strategies
- Internship experiences

The Student Support Services program is effectively addressing EVC's persistence, transfer and graduation rates by guiding students towards events that promotes success. The following list gives examples of program activities that encourage goal completion:

- Financial literacy
- Time Management
- Matriculation awareness
- Self Advocacy
- Decision Making
- Campus Resources
- Academic Planning
- Leadership
- Social Responsibility
- Ethnic/Cultural Appreciation
- Learning Strategies
- Academic Integrity

There are three events that clearly demonstrate successful programming designed to support student achievement.

They are:

- Wells Fargo Hands-on-Banking Workshop
- Private College and Financial Aid Informational Seminar
- Learning Strategies Workshops

A clear target for increased attention is basic skills course completion. The SSS program is concentrating time and resources on basic skills completion yet, more needs to be done. SSS program students experience greater success in graduating and transferring to traditional colleges and universities if they complete the basic skills courses.

Part B: Management Information Systems (MIS)

1. Student Support Services (SSS) is required to maintain a program data base for reporting program activities to the Department of Education (DOE). The Program currently uses

an ACCESS data base which is separate from the EVC DataTel system. The collected information is annually reported to the DOE. The DOE also requires all programs to submit corrections of any errors found in the data.

2. The SSS director is responsible reviewing data collection and making corrections when necessary. All data is sent electronically to the DOE.
3. All SSS program data is collected by Program staff and entered into the ACCESS data base. SSS student demographic information is gathered from the DataTel system. When errors occur they are detected by the DOE. The Program director is then notified to make corrections.

PART: C DEMOGRAPHICS

Access

Note: Additional Demographic data is not retrievable for categorical and other Student Affairs programs through our current system. Program and cohort data is needed for a more in-depth understanding of trends and analysis.

1. The Ethnic demographic profile of the SSS program is as follows:

Asian	SSS=57%	EVC=31%
Hispanic/Latino	SSS=20%	EVC=33%
Black/African-American	SSS=9%	EVC=3%
More than one race reported	SSS=8%	EVC=1%
White	SSS=3%	EVC=10%
Native, Hawaiian or other Pacific Islander	SSS=2%	EVC=1%
No response/Unknown	SSS=1%	EVC=21%

2. The SSS program student demographic profile is not a mirror image of the EVC profile yet there is a great deal of similarity.
3. The SSS program needs to attract more students with disabilities. This is one of the goals stated in the program grant application.
4. The SSS program will target and partner with DSP to attract students with disabilities in future recruitment activities.
5. The services that contribute most to student access are the SSS orientation and academic strategies information sessions.

Success

1. The SSS program is in the second year of a new grant. The majority of the Program students are new and have not established an academic record (**Fifty-four percent do not have a grade point average**). Success for this population involves persistence and academic performance. The FasTrack student are remaining in the program and performing well in the classroom. The data below indicates that SSS program students are doing well as compared to the EVC student population.

<u>FasTack</u>		<u>EVC</u>	
1.01—2.0	= 0	1.01—2.0	= 12.04%
2.01—2.5	= 4%	2.01—2.5	= 10.06%
2.51—3.0	= 11%	2.51—3.0	= 18.36%
3.01—3.5	= 16%	3.01—3.5	= 12.24%
3.51—4.0	= 15%	3.51—4.0	= 33.94%

2. A persistent concern challenging student success is the ability to purchase textbooks at the beginning of each semester. The cost of textbooks continues to rise and campus resources have precipitously declined.
3. Tutorial support is one of the significant resources used to maintain student success. Additionally, Program personnel observed that students benefit significantly from participation in academic development workshops.

PART D: Compliance

Student Eligibility

1. The SSS program adheres to the Department of Education’s income guidelines to determine student eligibility. The Program targets students that are income eligible, first generation and/or students with a disability.
2. The Program coordinates its eligibility process with the campus Financial Aid Office to verify income and financial need.
3. All SSS students are required to meet with a Program counselor twice per semester to review and adjust, if necessary, their Educational Plan.

PART E: Program Requirements

1. The SSS program is required to have a full time project director. The position requires a masters degree or above and prior experience in an educational institution.
2. An advisory committee is not required.
3. The SSS program is required to maintain student file containing program application, financial aid documentation, declaration of first generation college status and/or evidence of being a student with a disability (verification from the DSP office).

PART F: Program Services

1. The SSS program is mandated to provide counseling, financial aid workshops and financial literacy seminars, cash grants, academic support services (tutorial services, study skills strategies and time management seminars) transfer guidance, exposure to traditional colleges and universities recruitment activities, support completing basic skills courses and the monitoring of academic progress.
2. Transfer recruitment activities and financial literacy services are coordinated by the SSS program and delivered through experts from the areas of interest (college and university admissions staff, EVC Financial Office, and Wells Fargo Bank).
3. All SSS students are required to make two counseling contacts per semester. One of the contacts must be with the Program counselor. Counselor contacts with the Program counselor are recording in the students' folder. The counseling contacts made with counselor outside of the program are documented on a contact sheet and logged into the Program office. The contact sheets are maintained in the students' folder in the SSS office.

PART G Student Learning Outcomes:

1. The "Student Learning Outcomes" (SLOs) for the SSS program are as follows:
 - Students will demonstrate an understanding of staying in good academic standing.
 - Students will demonstrate an understanding of the steps necessary for transfer.
 - Students will demonstrate an understanding of the steps leading to graduation.
2. The SLOs for the Program were developed in consultation with the grant objectives. A Pre & Post test were created to record direct response from students attending program orientation sessions prior to the start of the fall and spring semester. The Pre test is administered in fall semester. The Post test is administered in spring.
3. At this time Pre & Post test results have not been completed. A complete assessment and analysis will be completed at the end of the spring semester.
4. At this time the program is gathering data and will analyze the responses at the end of the spring semester. The information will be reviewed and adjustments made as necessary.

5. At this time assessment information is being collected and evaluated. As the need for service improvement is identified program adjustments will be implemented.

PART H Funding Expenditures & Accountability

1. SSS program expenditures are monitored by the Program director, vice president for Student Affairs, EVC campus Business Office and the District Fiscal Services Office. The Program director is aware of the regulations governing allowable and mandated cost.
2. The SSS program does not required matching funds from the EVC or the District.
3. The SSS program's budget and expenditures procedure is outlined in the Code of Federal Regulations. The Program director consults the regulatory statues and if there is ambiguity contacts the Program Monitor assigned to the grant. Program audits are part of the oversight process and will occur during the life of the grant (this is a five year grant).
4. The SSS program receives a Grant Award Notification from the U.S. Department of Education. This document outlines the key personnel responsible for oversight of the grant, budget period covered, and dollar amount for the time of the grant. This information is shared with the vice president for Student Affairs, EVC Business Office and District Fiscal Services Office. The Program director is responsible for developing a budget plan for Program expenditures and make the document available to all of the offices involved in oversight.
5. The 2010-2011 budget was submitted on time and accepted by the U.S. Department of Education.

PART I: Technology

1. The SSS program is creatively introducing paperless communications to our student, staff and other areas of the campus. The Program sends multiple announcements and other important notes to Program students each semester. The Program's orientation sessions highlight the need for student to establish an e-mail account and monitor it daily.
2. The SSS program is teaching Program students how to work with technology as they prepare scholarship applications, transfer documentation, District parking permit, and some on-line classes. Program students are encouraged to use the computer stations in the SSS office.
3. The SSS program is observing the technological improvement coming from the Department of Education. The Program will incorporate these changes as new innovations are introduced. In the fall 2012 semester and beyond the students will receive orientation material on-line and will be directed to maintain personal file for important documents.

PART J:

1. The SSS program is researching ways and means of providing textbook support for Program students. The Program is looking at book loans as a short term answer to this growing concern.
2. The SSS program is not currently receiving funds beyond the federal allocation. However, there will be increasing attention on acquiring funding for textbook support. Funding will be requested through grants and donations.
3. The SSS program office provides a positive learning environment with several computer stations. Equipment maintenance is not an issue at this time.
4. The SSS program is required to electronically submit its annual report to the Department of Education.