IMPERIAL VALLEY COLLEGE
SERVICE AREA PROGRAM REVIEW

DATE:	2/13/2014
DEPARTMENT/PROGRAM:	STUDENT SUCCESS & SUPPORT PROGRAM

PREPARED BY:	Norma Núñez	Name	Signature
AREA DEAN/DIRECTOR:	Ted Ceasar	Name	Signature
AREA VICE PRESIDENT:	Todd Finnell	Name	Signature

IMPERIAL VALLEY COLLEGE
MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals
Educational Master Plan 2012-15
Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

IMPERIAL VALLEY COLLEGE

SERVICE AREA PROGRAM REVIEW

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-Functions; Funding Sources Statement)

Student Success & Support Program (SSSP) (formerly Matriculation) is a process that enhances student access to the California Community Colleges and promotes and sustains the efforts of credit students to be successful in their educational endeavors. The goals of Student Success & Support Program are to ensure that all students complete their college courses, persist to the next academic term, and achieve their educational objectives through the asssitance of the student direct- components of the student Success & Support Program process: admissions, orientation, assessment and follow-up.

Student Success & Support Program is state funded categorical program.

II. **SERVICE AREA OUTCOMES** (use the attached form to identify outcomes, methods, assessment process, results, decisions & recommendations)

See attachment.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

The Matriculation Program has been changed to Student Success & Support Program by the California legislature. The change became effective Fall 2013. The purpose of the change was to increase California community college student access and success through the provision of core matriculation services, including orientation, assessment and placement, counseling, advising and other education planning services, with the goal of providing students with the support services necessary to assist them in achieving their educaion goal and identified course of study. The core services for new students who want to receive priority registration are:

1) Orientation
2) Assessment
3) Student Education Plan

The processes to achieve the required services to students will be changed in order to provide a more user friendly and efficient method to serve the quantity of students that will be affected. New software systems are being purchased and training is underway.

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department; provide thorough interpretation of data; use the attached form to list previous objectives/goals and associated Institutional Goals; state if met, partially

met, or not met for each one; give detail on any improvements/effectiveness and detail on status on those not fully met.)

The Student Success & Support Program is facing many challenges in its implementation of the core services to students. The on-line orientation will be completely overhauled and delivered through new software. A lot of work will need to happen before it is fully functional. The development of Student Educational plans for every student will be a challenge since we do not have enough counselors to meet the demand. New processes will need to be explored.

A big challenge will be to train faculty and staff in the use of the new software.

However, the opportunites to create new ways of providing services to students is exciting.

V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; address areas of concern; provide recommendations for future goals of your program/department; use the attached form to identify goals for the next year; align future program goals to one or more institutional goals, and address applicable needs by listing budget enhancement requests associated with program goals, and select applicable resource plan, i.e. facilities, staffing, technology, professional development, marketing.)

The Student Success & Support Program received more monies this year, this allowed the program to purchase new software in order to implement the mandated core services in a more efficient manner for all new incoming students. In the future I forsee more funding which will allow us to hire counselors in order to reduce the student counselor ratio and serve more students.

VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Use the attached "Process Improvement Opportunities" form to identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process. Assess progress in attainment of process improvements identified in previous Program Review.)

See attached table.

SERVICE AREA PROGRAM REVIEW
PROCESS IMPROVEMENT OPPORTUNITIES

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: Student Success & Support Program
Opportunities for:
PROCESS #1: Testing at the high schools
Work efficiencies: Hire Outreach Specialists to proctor labs.
Cost reductions: Outreach Specialist cost less than sending the counselors to proctor.
Contributions to student enrollment &/or success: Increase amount of students tested.
Supports Institutional Goal and Objectives:Goal 2, Objective 2.3
PROCESS #2: Accept alternate test scores
Work efficiencies: Reduce amount of students retesting
Cost reductions: Save money on test units
Contributions to student enrollment &/or success: Students can enroll without delay
Supports Institutional Goal and Objectives: Goal 2, Objective 2.3
PROCESS #3: Utilize Starfish program for Early Alert
Work efficiencies: Real time reports that Outreach/Retention specialists can access to assist student having difficulties in their classes and recommend student support services
Cost reductions: Specialist can concentrate on the follow-up. Less expensive than counselors.
Contributions to student enrollment &/or success: Will receive assistance in a more timely manner to help them succeed in their classes.
Supports Institutional Goal and Objectives: Goal 2, Objective 2.3

PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	PAST PROGRAM GOAL #1	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: Incoming first time students will demonstrate an understanding of the Early Access Program (1st STEP) and complete the four steps necessary to be eligible and submit all signed documentation by the deadline. The number of students who took the ACCUPLACER placement test to be eligible for 1st STEP for Fall 2014 were 1,821. The number of students who completed the four steps necessary to be eligible for priority were 1,134 or 62% of those who took the assessment test.	☐ 1 ☒ 2 ☐ 3 ☐ 4
	☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: Students who are referred to counselors through the Early Alert Program will understand the importance of following through with their instructors recommendations. Fall 2012, 90 students were referred through the Early Alert Program. All students were notified. Of those notified , 40 students met with a counselor, 53 did not respond. Final grades are listed below: Withdrawals - 42 45% F's 26 28% D's 10 11% A, B, or C 15 16% Total 93 In Spring 2013 term 36 students were referred to the Early Alert Program. All students were notified. Twelve students responded and met with a counselor, 24 did not respond. Final grades are listed below: Withdrawals 20 56% F 9 25% D 4 11% C 3 8% Total 36	☐ 1 ☒ 2 ☐ 3 ☐ 4
	☐ Met ☐ Partially Met ☒ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** Not having an assigned person working on student follow-up makes it very difficult track student progresss. With the new system (Starfish) we will be implementing in the near future it should facilitate our assisting students and helping them succeed.	

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: Students, faculty, and community members will be able to demonstrate their knowledge and understanding of and be able to access current and accurate information regarding the 1st STEP Program, ASPIRE and other priority groups.	☐ 1 ☒ 2 ☐ 3 ☐ 4
	☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** Flyers with the 1st STEP information were distributed to all high school seniors during our visit to the high schools in Spring 2013. Flyers were also placed on the counters of the Assessment Center, Counseling Center and the Admissions & Records offfice. The flyer was on the Counseling web page and the Assessment Center web page so students could access it from anywhere. Students eligible for ASPIRE were identified and given an application to complete and submit by the identified deadline. One hundred thirty-nine students were identified as eligible and the list given to the Transfer Center counselor for follow-up. In addition all high school counselors were inserviced about these programs during an orientation in November that was conducted at Imperial Valley College.	

Comments:

FUTURE – LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
Identify Goal: See SPOL entry		☐ 1 ☒ 2 ☐ 3 ☒ 4
Objective:		
Task(s):		
Timeline:		

EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)		BUDGET REQUEST
☐ One-Time ☐ Recurring	☐ Categorical Specify: ☐ General Fund	☐ Facilities ☐ Marketing ☐ Planning & Budget ☐ Professional Development ☐ Staffing	☐ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☐ Student Services ☐ Technology	$_____

2	**FUTURE PROGRAM GOAL #2** Budget Priority #2	**INSTITUTIONAL GOAL(S)**
Identify Goal: See SPOL entry		☐ 1 ☒ 2 ☐ 3 ☐ 4
Objective:		
Task(s):		
Timeline:		

EXPENSE TYPE	**FUNDING TYPE**	**RESOURCE PLAN** (Check all that apply.)		**BUDGET REQUEST**
☐ One-Time ☐ Recurring	☐ Categorical Specify: ☐ General Fund	☐ Facilities ☐ Marketing ☐ Planning & Budget ☐ Professional Development ☐ Staffing	☐ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☐ Student Services ☐ Technology	$_____

3	FUTURE PROGRAM GOAL #3 Budget Priority #3	INSTITUTIONAL GOAL(S)
Identify Goal: See SPOL entry		☐ 1 ☒ 2 ☐ 3 ☐ 4
Objective:		
Task(s):		
Timeline:		

EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)		BUDGET REQUEST
☐ One-Time ☐ Recurring	☐ Categorical Specify: ☐ General Fund	☐ Facilities ☐ Marketing ☐ Planning & Budget ☐ Professional Development ☐ Staffing	☐ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☐ Student Services ☐ Technology	$_____

	TOTAL BUDGET REQUEST	$_____

1. How will your enhanced budget request improve student success?

   N/A

   Comments:

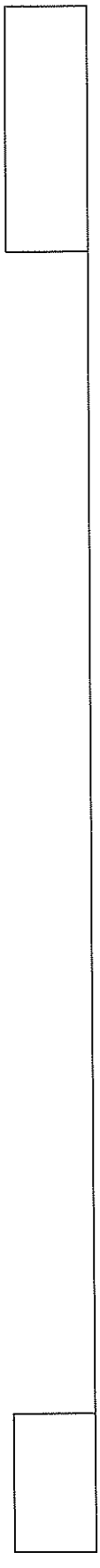
INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

SERVICE AREA LEARNING OUTCOMES (SAOs)

SERVICE AREA OUTCOMES (Describe learning outcomes.)	**ISLO(S)** [Link SAO to appropriate ISLO(s).]

SAO 1	**SERVICE AREA OUTCOME #1**	**ISLO(S)**
	Identify Outcome: The number of students who place at college level English and Math classes will increase with the use of the new guidelines to use EAP test scores.	☐ ISLO 1 ☐ ISLO 2 ☒ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Record the number of students who submit EAP test scores and who meet the eligibility criteria for the 2014-2015 academic year.	
	☐ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

SAO 2	SERVICE AREA OUTCOME #2	ISLO(S)
	Identify Outcome: The number of students that are referred to the Early Alert Program and receive assistance will increase with the use of the new "Starfish" tracking software.	☐ ISLO 1 ☐ ISLO 2 ☒ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Track the number of students referred by faculty and monitor the services they access and use to assist them to succeed in their classes for the Spring 2015 semester.	
	☐ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

SAO 3	SERVICE AREA OUTCOME #3	ISLO(S)
	Identify Outcome: By providing orientations online and in other formats more new students will be eligible to complete the required core services and receive priority registration.	☐ ISLO 1 ☐ ISLO 2 ☐ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: Track the number of new students who complete the orientation online, keep sign up sheets for face to face orientations. Number of new students completing orientation and receiving priority registratio will increase by Spring 2015.	
	☐ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**