

SOMEWHERE  
UNIVERSITY  
2015-2016

**THE STUDENT SUPPORT  
SERVICES DEPARTMENT**

Major/Area:  
Division of \_\_\_\_\_

**NON-ACADEMIC SUPPORT UNITS INSTITUTIONAL EFFECTIVENESS PLAN**

**Unit Mission Statement**

The primary goal of the Student Support Services Program at the University is to offer support services to 170 low-income, first generation or disabled students to enhance their academic skills, to foster an institutional climate supportive of the success of its participants, increase their retention and graduation rates, and to improve their financial and economic literacy.

**Linkage to University's Mission or Institutional Goals:**  
*Institutional Goal #5:* To provide students with academic, cultural, social, religious and athletic programs that foster leadership and achievement.  
*Institutional Goal #4:* To prepare students for professional careers and/or graduate/professional educational opportunities.

**Linkage to Expected Educational Results of the Institution:**

**Values and Cultural Awareness**  
**Student Outcome #3:** The graduate demonstrates values that promote self-worth, harmonious behavior and interaction, self-reliance, empathy and tolerance of others.

<b>Objective</b>	<b>Assessment Criteria</b>	<b>Assessment Results</b>	<b>Use of Results/Improvements</b>
<p><b>1.</b> 100% of project participants will be identified, screened, and selected from the low-income, first-generation, or disabled students who are currently enrolled or have applied for admission.</p>	<p><b>United States Dept. of Education (USDE) Eligibility by Enrollment Assessment Survey:</b></p> <p>Enrollment by Eligibility:  <b>1.1</b> Number/percent first-generation students  <b>1.2</b> Number/percent low-income students  <b>1.3</b> Number/percent low-income/ first-generation students</p>	<p><b>United States Dept. of Education Eligibility by Enrollment Assessment Survey:</b></p> <p><b>1.1.</b> Number/percent of first-generation only students – <b>60 (34%)</b></p> <p><b>1.2.</b> Number/percent of low-income students – <b>0</b></p> <p><b>1.3</b> Number/percent of low-income and first-generation students – <b>106 (59%)</b></p>	<p>The Department Head will use the data results to <b>implement</b> SSSP's plan to identify, select, and retain project participants with academic needs that help assure that the <b>USDE's 2/3 - 1/3 Eligibility Compliance Criteria</b> are met.</p> <ul style="list-style-type: none"> <li>■ Increase efforts of performing timely "Intake Interviews."</li> <li>■ Review/Modify the SSSP brochure, application, and intake interview process.</li> <li>■ <b>Maintain the BLUMEN Database</b> Management software to better</li> </ul>

	<p><b>1.4</b> Number/percent low-income/disabled students</p> <p><b>1.5</b> Number/ percent disabled students</p>	<p><b>1.4</b> Number/percent of low-income/ disabled students – <b>7 (3.5%)</b></p> <p><b>1.5</b> Number/ percent of disabled students – <b>7 (3.5%)</b></p> <p><b>OTHER ACADEMIC NEEDS:</b></p> <ul style="list-style-type: none"> <li>*Low Admission Test Scores</li> <li>*Low University Grades</li> <li>*Low High School Grades</li> <li>*High School Equivalency</li> <li>*Failing Grades</li> <li>*Diagnostic Tests</li> <li>*Limited English Proficiency</li> <li>*Predictive Indicator</li> <li>*IEP Document</li> <li>*Out of the Pipeline for 5 Years or More</li> <li>*504 Document</li> <li>*Lack of Educational and/or Career Goals</li> <li>*Lack of Academic Preparedness for University-Level Course Work</li> <li>*Need for Academic Support to Raise Grades in Required</li> </ul>	<p>manage and document students' data.</p> <ul style="list-style-type: none"> <li>■ Staff will meet weekly to discuss new and returning members, review the 2/3 - 1/3 Eligibility Criteria, assess the needs of each member and handle other essential matters.</li> <li>■ General Student Monthly Meetings.</li> <li>■ Invitations will be sent to members to visit staff to share their good news, ask questions, and discuss concerns.</li> </ul>
<p><b>2. 75%</b> of all participants served by the SSSP will persist from one academic year to the beginning of the next academic year or graduate.</p>	<p><b>2.1 Transcript Report:</b> Students enrolled in good standing and those not in good standing</p> <p><b>2.2 Academic and Disciplinary Suspension Report:</b> Students dismissed for academic and non-academic reasons</p>	<p><b>T</b>ranscript Report: <b>E</b>nrollment/<b>R</b>etention <b>D</b>ata</p> <p><b>2.1</b> Students enrolled in good standing and those not in good standing: <b>(Total N= 164)</b></p> <ul style="list-style-type: none"> <li>■ <b>164 out of 180 or 91%</b> are in good standing with the University and <b>16 or 9%</b> are not in good standing. <b>Members' overall grade point average = 2.60</b></li> </ul> <p><b>Academic and Disciplinary Suspension Report:</b></p> <p><b>2.2</b> Students dismissed for academic and non-academic reasons:</p> <ul style="list-style-type: none"> <li>■ <b>0 or 0%</b> dismissed for academic and non-academic reasons</li> </ul>	<p><b>The Department Head and Staff will use the Individual Needs Assessment Plans (INAP), assessment instruments listed and data results to develop an array of activities/ services to meet the needs of members, review retention and persistence to graduation rates.</b></p> <ul style="list-style-type: none"> <li>■ <b>Members</b> will be required to complete an application with the Scholarship Office in order to travel with the program.</li> <li>■ <b>Members</b> will be required to participate in specific activities/events in order to travel with the program.</li> </ul>

	<p><b>2.3 Withdrawal Reports:</b> Students who withdraw for academic and/or financial reasons</p> <p><b>2.4 Student Transfer Reports:</b> Number of students who transfer</p> <p><b>2.5 Graduate Reports and Commencement Program</b> used to determine the number of graduates each year:</p>	<p><b>2.3 Students who withdrew for academic and/or financial reasons: 19</b></p> <p><b>2.4 Student Transfer Reports:</b> NA</p> <p><b>2.5 Number of graduates each year:</b></p> <table border="1" data-bbox="560 976 1015 1501"> <tr> <td><b>COHORT 2010</b></td> <td><b>5yrs-Spr 2014 = 22</b></td> </tr> <tr> <td><b>N = 41 Total Members</b></td> <td><b>6yrs-Spr 2015 = 09</b></td> </tr> <tr> <td></td> <td><b>TOTAL = 31 graduated</b></td> </tr> <tr> <td><b>6 year end date=2016</b></td> <td><b>31 (76%) out of 41 members graduated within 6 years.</b></td> </tr> <tr> <td><b>10 or 24% did not graduate</b></td> <td></td> </tr> </table>	<b>COHORT 2010</b>	<b>5yrs-Spr 2014 = 22</b>	<b>N = 41 Total Members</b>	<b>6yrs-Spr 2015 = 09</b>		<b>TOTAL = 31 graduated</b>	<b>6 year end date=2016</b>	<b>31 (76%) out of 41 members graduated within 6 years.</b>	<b>10 or 24% did not graduate</b>		<ul style="list-style-type: none"> <li>■ <b>Assembly</b> programs, seminars and workshops will be developed to address areas of concerns (i.e., Economic and financial literacy, Academic Performance, GPA calculations and relationships).</li> <li>■ <b>Academic Advising</b> workshops will be held to improve the quality of services rendered to advisees.</li> <li>■ <b>Surveys</b> will be sent to non-returning members to ascertain why they did not return.</li> <li>■ <b>Members</b> will be required to visit the office once a week to chat, share/discuss strategies to address concerns or problems.</li> <li>■ <b>Academic awareness</b> notices and updates, inspirational messages, humorous notes will be emailed to members.</li> <li>■ <b>Emails, cards, notices, flyers</b> and other hard copies will be sent to members for Birthdays, Congratulations for Dean's/President's List recipients, for good deeds and other positive achievements.</li> <li>■ <b>Consultations</b> will be held with members, faculty, staff, parents, guardians, and others regarding serious matters, (i.e., students not meeting Satisfactory Academic Progress (SAP), failing, mischievous issues, poor behavior, etc.).</li> <li>■ <b>"Learn How to Succeed" Strategy Skills Seminars</b> will be implemented</li> </ul>
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		<p><b>2.5 The following assessment instruments used:</b></p> <ul style="list-style-type: none"> <li>■ Graduate Reports and Commencement Program</li> <li>■ Academic and Disciplinary Suspension Report;</li> <li>■ Withdrawal Reports;</li> <li>■ Student Transfer Reports;</li> <li>■ 2014 BCCSE-Beginning;</li> <li>■ 2014 CIRP.</li> </ul>											

<p>3. 80% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution.</p>		<ul style="list-style-type: none"> <li>■ 2014 Graduating Senior Survey;</li> <li>■ English/Math Placement/ Exit Test Results;</li> <li>■ GPAs of Members of the Student Support Services Program;</li> <li>■ Faculty Survey of Student Engagement (FSSSE);</li> <li>■ Non-Returning Student Surveys;</li> <li>■ Entering Freshmen Surveys;</li> <li>■ Student Opinion Surveys;</li> <li>■ Graduation Senior Surveys</li> <li>■ SSSP In-House Evaluations and Results</li> </ul>	<p>to address typical concerns, issues and challenges that students experience during their University years and will help students review appropriate strategies for resolving them.</p> <ul style="list-style-type: none"> <li>■ Meetings will be set up to discuss strategies for University success with program members especially those who did not perform well on the placement tests.</li> <li>■ Individual Education Plans (IEPs) will be developed for all members.</li> <li>■ Academic tutorials will be set up for those who request and need the services.</li> </ul>
	<p><b>3.1 Cumulative GPAs</b></p> <p><b>3.2 Mid-term and Final Grade Reports</b></p> <p><b>3.3 Academic Advising Logs</b></p>	<p><b>GPAs of Members of the Student Support Services Program:</b></p> <p><b>3.1 GPA of Student Support Services Members:</b></p> <ul style="list-style-type: none"> <li>■ 164 out of 180 or 91% are in good standing with the University and 16 or 9% are not in good standing. Members' overall grade point average = 2.60</li> </ul> <p><b>3.2 Mid-Term and Final Grade Reports:</b></p> <ul style="list-style-type: none"> <li>■ Mid-term/final grade reports in members' folders.</li> </ul> <p><b>3.3 Academic Advising Logs:</b></p> <ul style="list-style-type: none"> <li>■ Academic advising logs housed in University's database system of Jenzabar /BLUMEN.</li> </ul>	<p>The Department Head and Staff will review <b>Mid-Term and Final Grades</b>. SSSP Staff will counsel with members earning C's, D's &amp; F's to discuss strategies to improve grades:</p> <ul style="list-style-type: none"> <li>■ Advising notes will be loaded into the Academic Advising Menu in Jenzabar/ BLUMEN for tracking purposes re: Probation, President and Dean's List.</li> </ul>

	<p><b>3.4 Probation, President's and Dean's List</b></p>	<p><b>3.4 Probation, President and Dean's List:</b></p> <ul style="list-style-type: none"> <li>■ 164 out of 180 or 91% are in good standing with the University and 16 or 9% are not in good standing.</li> <li>■ Members' overall grade point average = 2.60</li> <li>■ Transcripts in each member's file folder can be reviewed for this information.</li> <li>■ <b>Academic &amp; Athletics Honors Convocation Program</b> – April 26, 2016:       <ul style="list-style-type: none"> <li>✓ <b>Dean's List</b></li> <li>30 SSSP Members received this award</li> <li>✓ <b>President's List</b></li> <li>1 SSSP Member received this award</li> <li><b>Departmental Academic Honors</b></li> <li>31 SSSP Members received this award</li> <li>□ <b>Departmental Honors and Highest Academic Awards</b></li> <li>8 SSSP Members received this award</li> <li>□ <b>Honors University</b></li> <li>10 SSSP students who are members of the Honors University</li> <li>□ <b>Alpha Kappa Mu Honor Society</b></li> <li>5 SSSP Members are members of this Society.</li> <li>□ <b>American Legion Award</b></li> <li>1 SSSP Member received this award.</li> <li>✓ <b>Who's Who Among Students in American Universities and Universities</b> 12 SSSP Members</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ <b>Members</b> on academic/social warning and probation will complete a questionnaire to help the SSSP Staff determine the cause(s) of their non-satisfactory academic/social performance.</li> <li>■ <b>These members</b> will be counseled, referred to appropriate on/off campus offices/agencies, monitored on a weekly basis and notes will be logged into BLUMEN/ Jenzabar software.</li> <li>■ <b>Members</b> who perform well academically and socially will receive postcards congratulating them.</li> </ul>
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