



2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	Student Support Services Program
DESCRIPTION/PURPOSE	The purpose of the SSS Program is to increase the number of disadvantaged low-income college students, first generation college students, and college students with disabilities in Imperial Valley College successfully complete a program of study and graduate/transfer. The support services provided should increase their retention and graduation rates, facilitate their transfer from two-year to four-year colleges and universities and foster an institutional climate supportive of the success of students who are English proficient, students from groups that are traditionally underrepresented in postsecondary education, students with disabilities and students who are homeless children and youths, students who are in foster care or are aging out of the foster care system, or other disconnected students; and to improve the financial literacy and economic literacy of students.
SUBMITTED BY:	Dolores Diaz, SSS Program Director
AREA DEAN/DIRECTOR	Ted Ceasar
AREA VICE PRESIDENT	Todd Finnell

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
<p>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.</p> <p>1.1 Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.</p> <p>1.2 Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.</p> <p>1.3 Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.</p> <p>1.4 Develop systems that are inclusive, cyclical, and understood by all stakeholders.</p>	<p>STUDENT LEARNING PROGRAMS AND SERVICES – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.</p> <p>2.1 Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.</p> <p>2.2 Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.</p> <p>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.</p> <p>2.4 Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, and annual Program Review.</p> <p>2.5 Ensure that the Library meets as closely as possible that “Standards of Practice for California Community College Library Faculty and Programs” of the Academic Senate for California Community Colleges.</p> <p>2.6 Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.</p>	<p>RESOURCES – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment.</p> <p>3.1 Develop and implement a resource allocation plan that leads to fiscal stability.</p> <p>3.2 Implement a robust technological infrastructure and the enterprise software to support the college process.</p> <p>3.3 Build new facilities and modernize existing ones as prioritized in the facility master plan.</p> <p>3.4 Design and commit to a long-term professional development plan.</p> <p>3.5 Raise the health awareness of faculty, staff, and students.</p>	<p>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.</p> <p>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.</p> <p>4.2 Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.</p> <p>4.3 Ensure that the Board of Trustees is informed and involved in the accreditation process.</p> <p>4.4 Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.</p> <p>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.</p>

II. 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.

1	PAST PROGRAM GOAL #1	INSTITUTIONAL GOAL(S) <small>(Select one primary goal.)</small>
	<p>Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): Goal 3.2 Technology (SSS Grant Goal)</p>	<p><input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4</p>
<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:</p> <p>Student participation in the SSS Computer Lab is evidence base as to how effective is to have the SSS Computer Lab available for program participants. Out of the three-hundred-thirty-two (332) students served during the academic year 2013-14 (129) one-hundred-twenty-nine SSS participant’s student utilized the SSS Computer Lab to do homework, financial aid applications, resumes, research, and printing. Fifty (50) SSS students were assisted one-on-one in completing their admission application to the university of their choice and were able to do it by utilizing the SSS Computer Lab. A total of one-hundred-seventy-nine (179) SSS participants utilized the SSS Computer Lab.</p> <p>The high student demand for the SSS Computer Lab shows how important is that the SSS Program keeps providing student computer access in the SSS Program Office. The SSS Computer Lab Component is important for student achievement and program effectiveness.</p>		<p><input checked="" type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6</p> <p><input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3</p> <p><input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3</p>

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S) (Select one primary goal.)
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): Goal 2.3, 2.6 Tutoring Services (SSS Grant Goals)		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met		<input checked="" type="checkbox"/> 2 Student Learning Outcomes
<p>Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:</p> <p>Access to one-on-one/group district tutoring at IVC’s Tutorial Center, Math Lab, Reading & Writing Lab, and SSS Tutorial services.</p> <p>During the 2013-14 Academic Year three-hundred-and-thirty (330) SSS participants engaged in tutorial services thru Imperial Valley College Tutorial Center, Math Lab, Reading and Writing Lab, and SSS Tutorial services. Three-hundred-thirty (330) SSS participants clocked a total of (2,664 hours) of tutorial services through the various labs for the AY 13-14. Additionally, thirty-one (31) students signed-up for one-on-one SSS tutoring services. (87%) Students achieved a grade point average of 2.00 or higher. The numbers cited demonstrate the effectiveness of sharing resources with the IVC Tutorial Center, Math Lab, Reading & Writing Lab, and proving one-on-one SSS Tutorial services to SSS participants.</p> <p>The SSS Program Director, Program Counselor, and Retention Specialist will continue to refer students in need of tutorial assistance to IVC’s Tutorial Center, Math Lab, Reading & Writing Labs, and SSS Tutorial services for the AY 2014-15 to continue impacting positively program effectiveness and student achievement.</p>		<input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. **Attach electronic excel file with graphs or trend data, do not include them in the narrative below.**

- a. **Strengths**

Discuss what you do well in your program/department.

During the month of May 2014 the Office Assistant emailed every SSS participant a survey link that will be utilized in the effort to assess the quality and effectiveness of the Student Support Services Program. The results will be utilized by the program staff to improve and foster an institutional climate supportive of program participants.

The first set of survey questions measured participants satisfaction with the office hours, with availability of counselors in the program, with the courtesy, helpfulness, and promptness of the services provided by the SSS Program staff, with the academic advising you received, and with the academic/personal support provided by the SSS Program.

The second set of survey questions measured the specific program service(s) which were helpful in assisting participants in being successful at Imperial Valley College. The specific services are academic counseling, personal counseling, tutoring, financial aid counseling, transfer information, career information, program orientation, study skills workshops, computer lab, SSS Club, and instructional supplies (pencils, scantrons, blue/green books...).

The third set of survey questions measured participants interest in science, technology, engineering, and mathematics (STEM) awareness, learn more about using IVC's Webstar, Blackboard, Papercut, and WiFi systems, becoming involved in community service activities, and leadership skills.

The results of the survey showed that the strengths of Student Support Services rely on the specific program service(s) which are helpful in assisting SSS participants in being successful at Imperial Valley College. Also, SSS participants showed that they were very satisfied with the academic advising and the academic/personal support provided by the SSS Program. Lastly, the survey highlighted SSS participants' interest in becoming involved in community service activities and interest in learning leadership skills.

b. Weaknesses

Discuss areas in your program/department that need improvement.

There is a need to enhance research technology for grant writing and grant effectiveness evaluation; more computer stations for student access in the SSS Computer Lab; increase transfer course offerings; re-structure remedial course work so students may take less time to take transfer level courses; improve SSS Program staff use of technology to assist program students; priority registration for SSS participants; and a bigger facility to house the SSS Program.

c. Opportunities

Discuss opportunities for program improvement.

The Student Support Services Program needs to keep improving work efficiency and its contributions to student enrollment and/or student success. The SSS Program Director has identified the following institutional goals which will assist in the efforts to improve efficiency and student success.

INSTITUTIONAL GOAL 1-Goal 1.3 Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness and Goal 1.4 Develop systems that are inclusive, cyclical, and understood by all stakeholders.

INSTITUTIONAL GOAL 2-Goal 2.1 Ensure that all instructional programs, regardless of locations or means of delivery address and meet the current and futures needs of students, Goal 2.3 Ensure that all Student Services programs, address and meet the current and future needs of students, and Goal 2.6 Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

INSTITUTIONAL GOAL 3-Goal 3.5 Raise the health awareness of faculty, staff, and students.

INSTITUTIONAL GOAL 4-Goal 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.

d. **Challenges**

Discuss obstacles/barriers that may influence program improvement.

- Financial barriers
- Student part-time attendance

e. **Program changes**

What program changes, if any, do you expect to have a positive effect on students?

In the next SSS Grant the following components will be added:

- **STEM component**
- **Provide services to veterans**
- **Student leadership component**

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.

Additions---The US Department of Education will require SSS Programs to graduate students in three years. This new requirement will restrict the admission of students into SSS Program placing lower than English 009, 019 and Math 091. More than ever it is imperative for the SSS Program to request registration priority for SSS students in order to comply with the federal mandate of graduating SSS students in three years.

C. 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.) You are not required to list 3 goals. Only list/identify goals that are viable in one year’s time or can be carried over a number of program cycles. Objectives should either: 1. Increase work efficiency; 2. Reduce costs; or 3. Contribute to student enrollment and/or success.			INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
1	2015-2016 PROGRAM GOAL #1 Budget Priority #1		INSTITUTIONAL GOAL(S)
Identify Future Global Goal: Goal 3.2 Technology (SSS Grant Goal)			<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input checked="" type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
Objective: Enhance the use of student computer technology.			
RESOURCE PLAN (Check all that apply.)			
Task(s):			
<p>A. Describe task and select the resource committee that will review your enhanced budget request (if applicable) The IVC IT Department will assess if the SSS Computer Lab computers need to be replace.</p> <p> <input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing </p>			
Timeline: September through August			
Expense Type One-time expense	Funding Type General Fund	Budget Request	
<input checked="" type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input checked="" type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	<u>\$ 4,250.00</u>	

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable) **N/A**

Facilities Marketing Technology Professional Development Staffing

Timeline:

Expense Type	Funding Type	Budget Request
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Facilities Marketing Technology Professional Development Staffing

Timeline:

Expense Type	Funding Type	Budget Request
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____

How will this objective be measured? Will utilize student surveys, labs reports, and SARS/Starfish student activities reports.

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? The completion of the task identified will reduce costs for Student Support Services Program. The savings will be utilized for augmenting the fund allocation for the Retention Specialist to provide student success activities.

Who are the responsible party(ies) and assigned user(s)? The responsible parties are IT, SSS Program Director, and SSS participants.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.			INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
2	2015-2016 PROGRAM GOAL #2 Budget Priority #1		INSTITUTIONAL GOAL(S)
Identify Future Global Goal: Goal 2.3, 2.6 Tutoring Services (SSS Grant Goal)			<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
Objective: Increase one-on-one/group district tutoring at all the IVC student labs for SSS participants.			
RESOURCE PLAN (Check all that apply.)			
Facilities <input type="checkbox"/> Marketing <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input checked="" type="checkbox"/> Staffing			
Task(s):			
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable). <i>Coordinate tutorial services with all the IVC student lab coordinators.</i> <input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Timeline: September through August			
Expense Type	Funding Type	Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ <u> 0 </u>	
B. Describe task and select the resource committee that will review your enhanced budget request (if applicable) N/A <input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Timeline:			
Expense Type	Funding Type	Budget Request	

<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____	
C. Describe task and select the resource committee that will review your enhanced budget request (if applicable) N/A			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Timeline:			
Expense Type	Funding Type	Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____	
How will this objective be measured? The SSS Program Director will collect every school term tutorial center reports, lab reports, and SSS tutorial reports to measure SSS student participation in the student labs.			
How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? The completion of the task identified will increase student success by improving students' grade point averages.			
Who are the responsible party(ies) and assigned user(s)? SSS Program Director, Lab Coordinators, and SSS students.			
FUTURE PROGRAM GOALS <small>(Describe future program goals. List in order of budget priority.)</small> You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.			INSTITUTIONAL GOAL(S) <small>(Select one primary institutional goal)</small>
3	2015-2016 PROGRAM GOAL #3 Budget Priority #1		INSTITUTIONAL GOAL(S)
Identify Future Global Goal: N/A			<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input type="checkbox"/> 2 Student Learning
Objective:			
RESOURCE PLAN <small>(Check all that apply.)</small>			

<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
Task(s)			
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Timeline:			
Expense Type	Funding Type	Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____	
B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Timeline:			
Expense Type	Funding Type	Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____	
C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Timeline:			
Expense Type	Funding Type	Budget Request	

<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____	
How will this objective be measured?			
How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success?			
Who are the responsible party(ies) and assigned user(s)?			