

Comprehensive Program Review Report



Program Review - Student Success Center

Program Summary

2018-2019

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What are the strengths of your area?: The Student Success Program began meeting with Students in September 2015. The Student Success Program targets students from Disproportionately Impacted Groups and provides frequent, friendly, and comprehensive support services. Meetings with the Student Success Program counselors or coordinators are conducted one-on-one, in groups, or in a workshop setting. In the first 3 years we have been able to evaluate the effectiveness in a variety of ways.

-Students who completed the Student Success Program had a higher Basic Skills Math success rate, 63% in Fall '17/ 69% in Spring '18, compared to the rest of the District, 48% in Fall 17/ 50% in Spring '18.

-Students who completed the Student Success Program had a higher Basic Skills English success rate, 70% in Fall '17/ 76% in Spring '18, compared to the rest of the District, 58% in Fall 17/ 54% in Spring '18.

-Students who completed the Student Success Program had a higher overall success rate in Fall '17 (84%), compared to the rest of the District (70%).

-Students who completed the Student Success Program had a higher overall success rate in Spring '18 (85%) compared to the rest of the District (71%).

-Students who completed the Student Success Program had a higher GPA, 2.90 in Fall '17/ 2.91 in Spring '18, compared to the rest of the District, 2.46 in Fall '17/ 2.45 in Spring '18.

- The Student Success Program had 961 students in Fall '17 and 883 students in Spring '18.

What improvements are needed?: After reviewing program data from the first 3 years, it is evident that we have room to improve and increase our services for Veterans within the Student Success Program.

Distance Education provides a unique opportunity for students. Although this method of instruction could be advantageous for some, our college based research shows that success rates in Distance Education courses are lower than in-person courses. In Fall '17 the Student Success Program started to reach out to students who solely take online students and offer frequent and intrusive support.

Describe any external opportunities or challenges.: None.

Overall SAO Achievement: The Student Success Program had 961 students in Fall '17 and 906 in Spring '18 students complete program requirements during the 2017-18 academic year. The seven coordinators had 7,921 meetings in Fall '17 and 8,630 meetings in Spring '18. The two counselors had 1,014 student meetings in Fall '17 and 978 meetings in Spring '18. During the Fall '16 semester there was an 84% course success rate among program students and 85% for the Spring '17 semester. During the Fall '17 semester there was an 84% course success rate among program students and 86% for Spring '18. The course success rate did not change from Fall '16 to Fall '17. The Student Success Program Fall '16 & Fall '17 success rate (84%) stayed above the district average of 71% in Fall '16 and 70% in Fall '17. The Student Success Program course success rate increased from 85% in Sp '17 to 86% in Sp'18. The program success rate was also above the district average of 57%. Notably, our African American student group had a 9% increase in course success rate from Fall '16 to Fall '17.

Changes Based on SAO Achievement: We will continue to provide frequent and intrusive follow up services to our disproportionately impacted students. In Fall '17 we started a student network/support/accountability group that focused on our men of color (A2MEND). We will continue to track course success rates, as it is part of our strategic plan, and make it a goal to increase the rate by 1% next year.

Outcome cycle evaluation: We will track the course success rates for Fall and Spring semesters on an annual basis.

Related Documents:

- [Race English.pdf](#)
- [Race Math.pdf](#)
- [Race success and GPA.pdf](#)
- [SSP English.pdf](#)
- [SSP Math.pdf](#)
- [SSP Success and GPA.pdf](#)

Action: Frequent and Intrusive counseling and coordinator meetings

The Student Success Program has 7 coordinators and 2 counselors dedicated to working with students from disproportionately impacted groups. Students in the program are required to meet with a designated coordinator at least 6 times per semester and see a counselor at least once per semester. These meetings are geared toward addressing the students needs and challenges. The coordinators and counselors utilize a students' strengths to address challenges and ultimately help students achieve their academic goals. Frequently the focus of the student meetings is to follow up on their current courses and how to overcome challenges. This practice will continue next year and we will strive for an increase in course completion rates by at least 1% among disproportionately impacted students.

Status (Priority starting in 2018): New Action

Implementation Timeline: 2018 - 2019

Start Date (Leave Blank): 08/13/2018

Completion Date (Leave Blank): 05/22/2019

Identify related course/program outcomes: This action is directly related to district objective 2.3 and 3.2. Having our disproportionately impacted student groups increase their course completion rates will impact the District's goals of By 2021, increase the percentage of students who complete transfer-level English by 15 percentage points and transfer-level math by 10 percentage points within their first year. (D.O. 2.3) and By 2021, increase the percentage of students in targeted groups who complete transfer-level English and transfer-level math within their first year. (D.O. 3.2).

Person(s) Responsible (Name and Position): Student Success Program Director, Counselors, and Coordinators

Rationale (With supporting data): The data (attached) has shown that frequent and intrusive follow up services with disproportionately impacted student groups is beneficial. Success rates, GPA rates, withdrawal rates have all shown to be above the district average when students are feel connected and have a higher level of accountability. Our program has the personnel and physical space to accommodate large amounts of students. The work and results shown through the Student Success Program is largely contributed to the collaboration with faculty, other support programs, and student service offices.

Priority: Medium

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2018-2021
District Objective 2.1 - Increase the percentage of students who earn an associate degree or certificate (CTE and Non-CTE) by 5 percentage points over three years
District Objective 2.2 - Increase the number of students who transfer to a four-year institution by 10 percent over three years
District Objective 2.3 - By 2021, increase the percentage of students who complete transfer-level English by 15 percentage points and transfer-level math by 10 percentage point with their first year.
District Objective 2.4 - By 2021, Increase the percentage of CTE students who achieve their employment objectives by 5 percentage points
District Objective 3.2 - By 2021, increase the percentage of students in targeted groups who complete transfer-level English (by 10 percentage points) and transfer-level math (by 5 percentage points) within their first year