

2011-12 SSPBT Annual Program Review Update

GENERAL INFORMATION

PROGRAM NAME: (Double-click in the green box to enter information)

Student Success and Retention Services

NAME: Name of person or persons that completed this APRU form.

Patricia G. Burgos

I. PROGRAM DESCRIPTION

A. What are the primary support purposes of this program? (Choose (x) all that apply)

<input checked="" type="checkbox"/> Basic Skills	<input checked="" type="checkbox"/> Access	<input checked="" type="checkbox"/> Learning Resources
<input checked="" type="checkbox"/> Degree	<input checked="" type="checkbox"/> Success	<input type="checkbox"/> Academic Services
<input checked="" type="checkbox"/> Transfer	<input checked="" type="checkbox"/> Retention	<input checked="" type="checkbox"/> Personal Enrichment
<input checked="" type="checkbox"/> Career/Technical	<input checked="" type="checkbox"/> Persistence	<input checked="" type="checkbox"/> Student Cohort
<input type="checkbox"/> Other (Explain)		

B. What is the **Mission Statement** for this program?

The SSRS's mission is to facilitate the matriculation and/or transfer of students with historically low retention and transfer rates. Center goals are to have an enhanced academic and retention support program servicing a wide spectrum of the campus community by ensuring that participants receive counseling and academic support services as well as information, resources, and assistance that enables academic success.

C. How many students does this program serve? (Approx. annually unduplicated)

452 unduplicated in 2011-12

D. Identify and describe (briefly) this program's relationships and collaborations with other college programs:

We build cohorts with Language Arts and the Social Science Divisions. SSRS staff works closely with students in these cohorts. We also work with LinC by building cohorts and participate in LinC staff development trainings. In addition we work closely with General Counseling especially during the first week of each quarter by staffing the "triage area". SSRS also works closely with the Transfer Center especially during heavy peak times for TAG.

IIA. PROGRAM SERVICES

Click on the "List of Services" tab at the bottom of this sheet.

IIB. SERVICE DESIGNATIONS

Click on the "Service Designations" tab at the bottom of this sheet.

2011-12

SSPBT Annual Program Review Update

III. OUTCOMES ASSESSMENT - INSTRUCTION

(Skip Section III and go to **Section IV** if there is no curriculum offered in this program)

A. Which SLO statements did you assess in 2011-12?

B. What did you learn? Briefly summarize the results of the reflection and enhancement discussions.

C. What additional resources are needed to implement the enhancement/improvements plans?
(Please give a very brief overview - details will be asked for in Section VI)

D. What are your **SLOAC** plans for 2012-13?

IV. OUTCOMES ASSESSMENT - SERVICES

A. Which SSLO statements did you assess in 2011-12?

#1: Have counselors or advisors been available to meet with program participants on a "drop in" basis to address any immediate needs or concerns #2 All program participants will have quarterly updated educational plans that support their identified educational objectives #3 All program participants will meet with a counselor or advisor at least once a quarter #4 All program participants will complete a HUMA 20 "Life Skills for Higher Education" course within their 1st two quarters of enrollment at DAC. #5. All program participants will emphasize completion of basic skills course sequences in Language Arts and/or math during their first year of enrollment #6. All program participants will receive multiculturally competent counseling and advisement services

B. What did you learn? Briefly summarize the results of the reflection and enhancement discussions.

92% of respondents agreed or strongly agreed that they felt welcomed and valued in their interactions with SSRS professional staff; 88% strongly agree they were able to schedule an appointment or "drop in"; 82% were eligible to complete transfer English and math courses by spring quarter of their first year of enrollment with SSRS; and 79% completed HUMA 20. 84-85% agreed or strongly agreed that HUMA 20 was effective in helping them to develop Time Management strategies and Determine Learning Styles and to Develop Study Skills. However, between 40-54% of the respondents felt they had enough information about Time Management, Study Skills and Test Taking Strategies. SSRS discussed this and added more workshops this 2011-12 year and will continue into the 2012-13 academic year.

C. What additional resources are needed to implement the enhancement/improvements plans?
(Please give a very brief overview - details will be asked for in Section VI)

2011-12

SSPBT Annual Program Review Update

No additional resources are needed but we must maintain our staffing so that we can provide workshops and continue to meet our students' needs.

D. What are your **SSLOAC** plans for 2012-13?

We have a retreat planned in beginning of the fall 2012 quarter. We will discuss our current survey and either delete/add questions so that we can continue to assess our current services, assess our improvement and assess our collaborations with campus and off campus communities including civic engagement activities in our cohort programs. This survey will be conducted in the fall 2012 and winter 2013 quarters so that we can evaluate the results in the spring 2013 quarter.

V. CURRENT TRENDS/CHALLENGES

A. What does the near future portend for this program?

Unfortunately, the budget news at this time would greatly impact our services. We may lose more than half of our staff. If this were to happen, we would have to reduce our student population by half. Our programs continue to get over 400 interested students every year so we know the need exists but we may not have the resources to meet the needs of the incoming class.

B. What are the challenges for this program?

We run these programs on a very limited budget. Many of the activities are done on our own time for which we are not compensated. We continue to get more students interested but we are limited by our staff and resources as to how many we can actually serve each year.

C. What are the opportunities for this program?

This year one of our programs, FYE, received an honorable mention from the CA Academic Senate. We know that we are providing a great service to our students and the intense collaboration between instructional faculty is unmatched. We will continue to work closely with the instruction and continue to improve our services.

D. Does this program anticipate rapid change, slow change, no change, or other?

E. Are there any amendments to this program's 2008-09 Comprehensive Program Review? (CPR)

None.

F. Explain what changes or revisions you have made, if any, to your services based on results of last year's program review update (2010-11).

2011-12

SSPBT Annual Program Review Update

We received our assessment data in the winter 2012 quarter and we immediately added more workshops to meet the needs of our students. In addition, we focused more attention on our students who are on academic probation. We reached out and set up 1 quarter educational plans with students in addition to the probation interventions set up by the general counseling office.

G. Explain anything that should be known about this program that hasn't been asked.

VI. RESOURCE REQUESTS

A. Personnel Requests: Please submit the **top three** personnel requests in ranked order: (If there are more than three personnel requests, maintain a separate prioritized list using the same justification categories as in the APRU. If resources are available the SSPBT may ask for more items to be submitted.)

Program Position Priority #1: (Check (x) appropriate boxes)

Faculty

Staff

Administration

Full-Time

Part-Time

Est. Cost:

Priority #1 position name:

Brief description: (new or replacement from retirement or resignation)

Rationale: How will this person enhance or maintain your program's plans to improve outcomes? What specific SLOAC/SSLOAC results support this program's need for this position?)

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical

Important

Nice to have

Program Position Priority #2: (Check (x) appropriate boxes)

Faculty

Staff

Administration

Full-Time

Part-Time

Est. Cost:

Priority #2 position name:

Brief description: (new or replacement from retirement or resignation)

2011-12 SSPBT Annual Program Review Update

Rationale: How will this person enhance or maintain your program's plans to improve outcomes? What specific SLOAC/SSLOAC results support this program's need for this position?)

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

Program Position Priority #3:(Check (x) appropriate boxes)

Faculty

Staff

Administration

Full-Time

Part-Time

Est. Cost:

Priority #3 position name:

Brief description:(new or replacement from retirement or resignation)

Rationale: How will this person enhance or maintain your program's plans to improve outcomes? What specific SLOAC/SSLOAC results support this program's need for this position?)

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

B. Equipment Requests: Please submit the top three program equipment requests in ranked order: (If there are more than three equipment requests, maintain a separate prioritized list using the same justification categories as in the APRU. If resources are available the SSPBT may ask for more items to be submitted.)

Program Equipment Priority #1:

Est. Cost:

Priority #1 item name:

Brief description:(new, upgrade, or replacement)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

We use computer technology for our workshops and presentations and we often have to use our own personal laptop or try to "borrow" one from the counseling department. If SSRS had it's own laptop, it would give us more flexibility and allow us to be more efficient and effective in our presentations.

2011-12 SSPBT Annual Program Review Update

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical Important Nice to have

Program Equipment Priority #2:

Est. Cost:

Priority #2 item name:

Brief description:(new, upgrade, or replacement)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical Important Nice to have

Program Equipment Priority #3:

Est. Cost:

Priority #3 item name:

Brief description:(new, upgrade, or replacement)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical Important Nice to have

C. Facility Requests: Please submit the top three facilities resource requests in ranked order:(If there are more than three facilities requests, maintain a separate prioritized list using the same justification categories as in the APRU. If resources are available the SSPBT may ask for more items to be submitted.)

2011-12
SSPBT Annual Program Review Update

Program Facilities Priority #1:

Est. Cost:

Priority #1 project name:

Brief description:(new, remodel, relocation)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important" , or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

Program Facilities Priority #2:

Est. Cost:

Priority #2 project name:

Brief description:(new, remodel, relocation)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important" , or "Nice to have". (Check only one)

Critical **Important** **Nice to have**

Program Facilities Priority #3:

Est. Cost:

Priority #3 project name:

Brief description:(new, remodel, relocation)

Rationale: How will this resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for this item?

2011-12 SSPBT Annual Program Review Update

Based on the needs of this program, check (x) whether this request is considered to be "Critical", "Important", or "Nice to have". (Check only one)

Critical
 Important
 Nice to have

D. Professional Growth Resource Requests: In the space below, identify any professional growth initiatives that need additional funding. Include whether the needs are related to technology (hardware/software), the discipline, legal matters, District/College operations, Research/Innovations in the classroom, office, operations, etc. (List in ranked order)

Est cost of #1
 Est cost of #2
 Est cost of #3

Rationale: How will each professional growth initiative resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for

#1. Registration for UC transfer conference #2 Registration for CSU transfer conference #3 Registration for career conference; All three conferences provide updated and current information that we need and use on a daily basis in educational planning. In addition, a career conference would be essential especially with career exploration for our undecided student population. This updated and current information is extremely critical especially now that we do not have a designated career center. This information would enable our staff to be better prepared to work with our students' and their academic plans at DAC.

Based on the needs of this program, check (x) whether each of the **top three** requests are considered to be "Critical", "Important", or "Nice to have". (Check only one per request)

Professional Growth Initiative request #1:

Critical
 Important
 Nice to have

Professional Growth Initiative request #2:

Critical
 Important
 Nice to have

Professional Growth Initiative request #3:

Critical
 Important
 Nice to have

E. Operating Resource Requests ('B' augmentations): In the space below identify any additional operational funding needs. (List in ranked order)

The content taught in our cohorts lends itself to the opportunity to take students out of the classroom and visit critical locations that can help make the topics relevant.

Est cost of #1
 Est cost of #2
 Est cost of #3

Rationale: How will each additional operational resource enhance this program's plans to improve outcomes? What specific SLOAC/SSLOAC results support the program's need for each item?

2011-12

SSPBT Annual Program Review Update

An additional \$5000 would enhance our programs' plans to continue to provide relevant and experiential learning opportunities to our students.

Based on the needs of this program, check (x) whether each of the **top three** requests are considered to be "Critical", "Important" , or "Nice to have". (Check only one per request)

Operational budget request #1:

Critical Important Nice to have

Operational budget request #2:

Critical Important Nice to have

Operational Budget request #3:

Critical Important Nice to have