**Annual Assessment Plan**  
(August 1-September 30)

**Department**  
Student Support Services

**Title of Program**  
Student Support Services

**Academic Year**  
2007-2008

**Degree Level**

<table>
<thead>
<tr>
<th>University Goal</th>
<th>Objectives</th>
<th>Expected Results (Outcomes)</th>
<th>Assessment Instrument(s)/Procedures/Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Support Services’ mission directly supports the first standing goal of the University of West Alabama: Address the major educational, social, cultural, and economic issues of the region and in doing so promote a positive self-image of the institution and the area.</td>
<td>A. The participants will remain enrolled at the university.</td>
<td>Of each year’s cohort of new participants, 60% will persist into their second year, 48% into their third year, 39% into their fourth year, and 33% into their fifth year.</td>
<td>UWA Datatel</td>
</tr>
<tr>
<td></td>
<td>B. The participants will demonstrate academic success.</td>
<td>80% if the SSS participants will achieve a 2.0 or better cumulative GPA at the end of the year.</td>
<td>UWA Datatel</td>
</tr>
<tr>
<td></td>
<td>C. The participants will graduate from UWA at a higher rate than other students who are eligible to participate in SSS.</td>
<td>At least 30% of each cohort group will graduate within 6 years.</td>
<td>In-house and UWA Reports</td>
</tr>
</tbody>
</table>
D. Student Support Services will provide activities that foster an institutional climate supportive of the success of the program participants.

A. & B. 15% of the SSS participants will be elected or appointed to campus leadership positions annually. 50% of the UWA faculty/staff will participate in program activities during fall and spring semester of each year.

All 90% of the SSS students who receive tutoring will indicate positive attitudinal changes as a result of participation in tutorials.

All 75% of SSS participants will indicate that SSS staff and tutors are supportive and demonstrate a caring attitude.

All 75% of SSS participants will recommend on the Fourth Semester SSS Program Evaluation that other students join SSS.

In-house Reports

Forward all forms to the dean by October 31 for review.
<table>
<thead>
<tr>
<th>Objectives</th>
<th>Expected Outcome</th>
<th>Actual Outcome</th>
<th>Problems Encountered</th>
<th>Action Taken/Plan(s) For Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. The participants will remain enrolled at the university.</td>
<td>70% of the new SSS participants will be retained annually.</td>
<td>50 of the 60 (83%) new participants for 2006-07 are enrolled at UWA fall 2007.</td>
<td>No problems encountered.</td>
<td>No action required at this time.</td>
</tr>
<tr>
<td>B. The participants will demonstrate academic success.</td>
<td>80% of the SSS participants will achieve a 2.0 or better cumulative GPA at the end of the year.</td>
<td>88% (140 of 160) (one deceased) of the students had a 2.0 or better at the end of the year.</td>
<td>No problems encountered.</td>
<td>No action required at this time.</td>
</tr>
<tr>
<td>C. The participants will graduate from UWA at a higher rate than other students who are eligible to participate in SSS.</td>
<td>At least 30% of each cohort group will graduate within 6 years.</td>
<td>36% (27 of 76) of the 2001-02 cohort graduated within 6 years (as of 08/31/07). 43% (33 of 76) of the 2002-03 cohort graduated within 5 years (as of 08/31/07). 33% (17 of 52) of the 2003-04 cohort graduated within 4 years (as of 08/31/07).</td>
<td>No problems encountered.</td>
<td>No action required at this time.</td>
</tr>
<tr>
<td>D. Student Support Services will provide activities that foster an institutional climate supportive of the success of the program participants.</td>
<td>A supportive climate will result in 15% leadership positions annually and 25% faculty-staff participation.</td>
<td>28 or 18% were student leaders on the spring 2007 student profile. 76% of faculty-staff participated in SSS events during fall 2006 and 59% during spring 2007.</td>
<td>No problems encountered.</td>
<td>No action required at this time.</td>
</tr>
</tbody>
</table>
### A. & B.

<table>
<thead>
<tr>
<th>All</th>
<th>90% of the SSS students who receive tutoring will indicate positive attitudinal changes as a result of participation in tutorials.</th>
<th>Percentile results were 98% for fall semester and 98% for spring.</th>
<th>No problems encountered.</th>
<th>No action required at this time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>75% of SSS participants will indicate that SSS staff and tutors are supportive and demonstrate a caring attitude.</td>
<td>100% of students indicated that staff and tutors were caring on the Fourth Semester Evaluation.</td>
<td>No problems encountered.</td>
<td>No action required at this time.</td>
</tr>
<tr>
<td>All</td>
<td>75% of SSS participants will recommend on the Fourth Semester SSS Program Evaluation that other students join SSS.</td>
<td>100% made this indication on the SSS Program Evaluation.</td>
<td>No problems encountered.</td>
<td>No action required at this time.</td>
</tr>
</tbody>
</table>

*Forward all forms to the dean by October 31 for review.*
Statement of Achievements

Department: Student Support Services

Academic Year: 2006-2007

Plans Implemented

160 eligible participants were enrolled by October 1, 2006, and that number maintained throughout 2006-2007.

1. Staff assessed 100% of participants and developed an IEP by the second month of enrollment.
   - Administered the Learning and Study Strategies Inventory (E-LASSI), gathering information about learning, study practices, and attitudes.
   - Design workshops geared to targeting problem areas from E-LASSI.
   - Administered financial needs assessment to incoming freshmen.
   - Initiated academic plan for first-time freshmen and updated academic plan for returning students. The academic plan assesses the student’s short-range, and long-range goals.

97% of new participants were administered E-LASSI by the second month of enrollment.

2. Staff provided workshops, reading classes, cultural trips, and socials to enhance campus experiences:
   - SSS Orientation
   - BlackBoard & E-mail Workshop
   - Reading & Note-taking Workshop
   - Career Workshop
   - Cultural Enrichment Trip – Indianapolis, IN, including visits to Indiana State Museum, Indiana War Museum, NCAA Hall of Champions, and “A Christmas Carol” at the Indiana Repertory Theatre
   - Library & Bibliographic Workshop
   - Annual Awards Banquet
   - Financial Aid Workshop
   - Pre-registration Workshop

Plans Not Implemented

21
*Test-Taking Workshop*
*Study Skills Workshop*
*SSS Mentors*
*SAB (Student Advisory Board) Meetings and Spring Social*

EP 099 Reading Skills for SSS

(3) EP 101 College Reading for SSS

Staff conducted semester and annual evaluations for all activities to determine success rate.


(5) Student of month awarded for participation in program

(6) Tutor training/assessment

*Forward all forms to the dean by October 31 for review.*
## SHORT-RANGE PLANS: FIRST YEAR

<table>
<thead>
<tr>
<th>Plans</th>
<th>Strategies to Implement</th>
<th>Completion Date</th>
<th>Approved by</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Update SSS Home Page for the UWA Website</td>
<td>Contact appropriate person for UWA Website guidelines</td>
<td>August 2008</td>
<td>IEC</td>
</tr>
<tr>
<td>2. Input data daily into databases</td>
<td>Make weekly and monthly data entry assignments at staff meetings.</td>
<td>August 2008</td>
<td>IEC</td>
</tr>
<tr>
<td>3. Improve student recruitment, selection, and orientation activities</td>
<td>All staff and tutors participate in summer orientation. SSS tutors and members conduct phone reminders about orientation. Schedule interview sessions.</td>
<td>August 1, 2008</td>
<td>IEC</td>
</tr>
<tr>
<td>4. Improve mentoring component</td>
<td>Continue to use tutors with academic focus</td>
<td>August 2008</td>
<td>IEC</td>
</tr>
<tr>
<td>5. 100% contact of 160 roster</td>
<td>Intentional planning</td>
<td>August 2008</td>
<td>IEC</td>
</tr>
<tr>
<td>6. Improve junior/senior job readiness component</td>
<td>Utilize the SAB upperclassmen</td>
<td>August 2008</td>
<td>IEC</td>
</tr>
<tr>
<td>7. Utilize outside evaluator</td>
<td>Contact SSS colleagues at nearby universities.</td>
<td>August 2008</td>
<td>IEC</td>
</tr>
</tbody>
</table>
Approved: ________________________________  Approved: ________________________________

Unit Head/Director  Dean/Vice President

*Forward all forms to the dean by October 31 for review*
MEDIUM-RANGE PLANS: YEARS TWO AND THREE

Department: Student Support Services                   Academic Years: 2008-2010

Year Two

(1) Utilize outside evaluator

(2) Increase student participation

(3) Improve services to juniors and seniors

(4)

(5)

Year Three

(1) Continue to review and improve APR processes

(2) Improve services to juniors and seniors

(3) Support UWA’s commitment to community service projects

(4)

(5)

Approved: ____________________________                  Approved: ____________________________

Unit Head/Director                                      Dean/Vice President

Forward all forms to the dean by October 31 for review.
## RESOURCES REQUIRED FOR PLANS (ONE-YEAR PLANS)

**Department:** Student Support Services  
**Year:** 2007-2008

<table>
<thead>
<tr>
<th>PLANS (Refer to One-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AVAILABLE</td>
<td>NEEDED</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>1. Develop SSS Home Page</td>
<td>1</td>
<td>UWA consultant</td>
<td>0</td>
</tr>
<tr>
<td>2. Utilize databases</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. Improve student recruitment, selection, and orientation activities.</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4. Improve mentoring component</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5. 100% contact of participants</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. Improve Jr./Sr. Job Readiness Component</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL RESOURCES NEEDED**

| $ | $ | $ | $ | $ | $ |

**GRAND TOTAL OF RESOURCES NEEDED**

(Human Resources + Physical Resources + Other Resources) $ 0

AVAILABLE means budgeted in current year’s budget.  
In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

**Dean/Vice President:** ____________________________  
**Date:** ____________________________

*Forward all forms to the dean by October 31 for review.*
### RESOURCES REQUIRED FOR PLANS (TWO-YEAR PLANS)

**Department:** Student Support Services  
**Year:** 2008-2009

<table>
<thead>
<tr>
<th>PLAN</th>
<th>HUMAN RESOURCES</th>
<th>PHYSICAL RESOURCES</th>
<th>OTHER RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AVAILABLE</td>
<td>NEEDED</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>1. Utilize outside evaluator</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2. Increase student participation</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. Improve services to jrs&amp; srs</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL RESOURCES NEEDED** $  
**GRAND TOTAL OF RESOURCES NEEDED** (Human Resources + Physical Resources + Other Resources) $0

Available means budgeted in current year’s budget.  
In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

Dean/Vice President: _____________________________  
Date: ______________

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# RESOURCES REQUIRED FOR PLANS (THREE-YEAR PLANS)

**Department:** Student Support Services  
**Year:** 2009-2010

<table>
<thead>
<tr>
<th>PLANS (Refer to Three-Year Plans)</th>
<th>HUMAN RESOURCES (Faculty, Staff, Consultants, etc.)</th>
<th>PHYSICAL RESOURCES (Supplies, Material, Equip., etc.)</th>
<th>OTHER RESOURCES (Printing, Postage, Telephone, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AVAILABLE</td>
<td>NEEDED</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>1. Review and improve evaluation procedures</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2. Improve services to juniors &amp; srs.</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. Support UWA’s commitment to community service projects</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**TOTAL RESOURCES NEEDED**  

| | $ | $ | $ | $ | $ |

**GRAND TOTAL OF RESOURCES NEEDED** (Human Resources + Physical Resources + Other Resources)  

| | $ |

AVAILABLE means budgeted in current year’s budget.  
In listing AVAILABLE HUMAN, PHYSICAL, AND OTHER RESOURCES, please place an asterisk (*) by any items funded from external sources such as federal, private, contractual, revenue generated, or other such sources external to the university.

Dean/Vice President: ________________  
Date: ________________

**Forward all forms to the dean by October 31 for review.**
The University of West Alabama
Professional and Support Staffing Plan

Department: Student Support Services
Academic Year: 2006-2007

Please indicate how each of the following factors will affect staffing for the next academic year.

1. Results of Self-Study (How effective was your department in achieving the goals set during the past year?)
   All goals were met.

2. Assessment Plan (Is your staff adequate to achieve the results desired for the upcoming year?)
   Yes

3. Availability of current staff (How many of your current staff will be retiring, going on leaves of absences, returning from leaves of absences, etc.?)
   There are no plans among our current staff to retire or take leaves of absences.

4. Availability of part-time help/work-study, etc.
   We have adequate part-time help this year.

5. Other factors affecting your staffing
   Varying hours of part-time help requires us to plan carefully and anticipate needs and major tasks.

Based on the factors described above, the following changes in professional and support staffing are requested for the upcoming academic year.

   No changes are requested at this time.

_________________________  _______________________
Department Head Signature  Date