Mission/Purpose
Student Support Services provides limited-income, first generation, and disabled college students with academic support services which enable students to persist and graduate from The University of West Alabama. The program provides an interconnected series of academic support services: study skill development through workshops and classes to achieve academic success, peer tutoring to master course content, intrusive academic and personal counseling to build confidence, and career and graduate exploration activities to increase awareness of the range of career options. Student Support Services also seeks to improve the climate in which the program operates for the purpose of improving the success of the SSS students. Student Support Services provides low-income, first generation college students with academic support services which enable students to persist and graduate from The University of West Alabama.

I. Goals and Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans
A. Goal: Address the major educational issues of the region
   Address the major educational, social, cultural, and economic issues of the region and in doing so promote a positive self-image of the institution

   1. Objective: Impact student learning by retention activities
      SSS will impact student learning by retention activities.

         a. Measure: Participants will persist in program
            Of each year's cohort of new participants, a portion will persist into their second year, third year, fourth year, and fifth year to graduation. A report from Datatel will provide evidence for this measure.

            Source of Evidence: Document Analysis

            1. Achievement Target:
               Of each year's cohort of new participants, 60% will persist into their second year, 48% into their year, 39% into their fourth year, and 33% into their fifth year.

            2. Findings (2010-2011) - Achievement Target: Met
               89% of all participants served by the SSS program persisted from fall 2010 to fall 2011.

   2. Objective: Impact student learning by improving grade point averages
      SSS will impact student learning by improving grade point averages.

         a. Measure: Participants will achieve a 2.0 or better cumulative GPA at the end of the year
            SSS participants will achieve a 2.0 or better cumulative GPA at the end of the year. A Datatel report will provide evidence for this measure.

            Source of Evidence: Document Analysis
1. **Achievement Target:**
   85% of the SSS participants will achieve a 2.0 or better cumulative GPA at the end of the year.

2. **Findings (2010-2011) - Achievement Target: Met**
   98% of the SSS participants achieved a 2.0 or better cumulative GPA at the end of 2010-2011.

3. **Objective: Impact student learning by graduation rates**
   SSS will impact student learning by graduation rates.
   
   a. **M 3: Participants will graduate within 6 years**
   40% of each cohort group will graduate within 6 years. Graduation reports will produce evidence for this measure.
   
   Source of Evidence: Existing data

   1. **Achievement Target:**
   40% of each cohort group will graduate within 6 years. Graduation reports will produce evidence of this measure.

   2. **Findings (2010-2011) - Achievement Target: Met**
   42% of the 2005 cohort group graduated in 6 years.

4. **Objective: Provide activities that foster support for participants**
   Student Support Services will provide activities that foster an institutional climate supportive of the success of the program participants.

   a. **Measure: Institutional climate**
   Student Support Services will provide activities that foster an institutional climate supportive of the success of the program participants.

   Source of Evidence: Document Analysis

   1. **Achievement Target:**
   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.

   2. **Findings (2010-2011) - Achievement Target: Met**
   16% of the SSS participants was elected or appointed to campus leadership positions during 2010-2011. 55% of the UWA faculty/staff participated in program activities during fall 2010 and spring 2011.

II. **Analysis Answers**

   **A. What specific strengths did your assessments show? (Strengths)**
   All objective targets were met or exceeded

   **B. What plans were implemented?**
   160 eligible participants were enrolled by October 1, 2010 and that number maintained through 2010-11. Staff developed an IEP by the second month of enrollment. *Designed workshops geared to targeting problem areas. *Administered financial needs assessment to incoming freshmen. *Initiated academic plan for first-time freshmen and updated academic plan for returning students. The academic plan accesses the student's short-range, and long-range goals.
C. **How will assessment results be used for continuous improvement?**
The program director will collect and compile data on a monthly, semester, and annual basis including monitoring the progress of each participant. Each activity will be evaluated using surveys and input discussions of the University faculty and staff and participants. The SSS staff in monthly and semester meetings will analyze all data, monitor progress based on timelines, and revise program components as needed.

III. **Annual Reports**

A. **Key Achievements**
SSS Grant received continued funding for 2010-2011. Annual Performance Reported submitted on 02/01/11. All prior experience points were earned.

B. **Staff Achievements**
SSS staff members were appointed to the following University Committees:
1. Gloria Mayo - The Benevolence Committee
2. Vicki Spruiell –
   - The Freshman Studies Committee
   - The Orientation Committee
   - The Service Learning Committee
   - The Student Success Committee, Chair
   - The Written English Proficiency Committee, Chair
3. Pam Hall - The Loraine McIlwain Bell Trustee Awards Committee

C. **Public/Community Service**
SSS UWA 101 participated in 12 hrs. of service learning in fall semester of 2010.