

# Student Support Services

## Detailed Assessment Report 2012-2013

### **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/Objectives, with Any Related Measures, 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. Outcome: 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.

##### **1. Achievement Target:**

90% of all participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate.

##### **2. Findings (2012-2013) - Target: Met**

91% of all participants persisted during the academic year of 2012-2013.

##### **3. Action Plans:**

###### **a. Improve Retention**

The SSS staff will track cumulative grade point average each semester.

**Established in Cycle:** 2012-2013

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** SSS staff used Datatel to report students' grades each year.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** SSS Director

**Additional Resources Requested:** In-house semester reports and Datatel GPA reports.

**b. Student Support Services Funded Objectives**

This Federal Grant Program is funded to improve the retention and graduation rates of first-generation and low income students.

**Established in Cycle:** 2012-2013

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** Counseling Services, Tutorial Services, and Individual Student Assessments determined the annual results. All grant objectives were met or exceeded.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** Dr. Vicki P. Spruiell; Pam B. Hall; Andrea Farquhar; Gloria Mayo

**Additional Resources Requested:** None

**Budget Amount Requested:** \$0.00 (no request)

**2. Outcome: 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.

**1. Achievement Target:**

85% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution.

**2. Findings (2012-2013) - Target: Met**

97% of the SSS participants had a 2.0 cumulative GPA at the end of the 2012-2013 school year.

**3. Action Plans:**

**Student Support Services Funded Objectives**

This Federal Grant Program is funded to improve the retention and graduation rates of first-generation and low income students.

**Established in Cycle:** 2012-2013

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** Counseling Services, Tutorial Services, and Individual Student Assessments determined the annual results. All grant objectives were met or exceeded.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** Dr. Vicki P. Spruiell; Pam B. Hall; Andrea Farquhar; Gloria Mayo

**Additional Resources Requested:** None

**Budget Amount Requested:** \$0.00 (no request)

**3. Outcome: Impact student learning by graduation rates**

SSS will impact student learning by graduation rates.

**a. Measure: Participants will graduate within 6 years**

A portion of each cohort group will graduate within 6 years. Graduation reports will produce evidence for this measure.

**1. Achievement Target:**

40% of new participants served each year will graduate within (6) six years.

**2. Findings (2012-2013) - Target: Met**

48% of SSS cohort (2007) group graduated within (6) six years.

**3. Action Plans:**

**Student Support Services Funded Objectives**

This Federal Grant Program is funded to improve the retention and graduation rates of first-generation and low income students.

**Established in Cycle:** 2012-2013

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** Counseling Services, Tutorial Services, and Individual Student Assessments determined the annual results. All grant objectives were met or exceeded.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** Dr. Vicki P. Spruiell; Pam B. Hall; Andrea Farquhar; Gloria Mayo

**Additional Resources Requested:** None

**Budget Amount Requested:** \$0.00 (no request)

**II. Goals and Other Outcomes/Objectives, with Any Related Measures, 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: 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.

**1. Achievement Target:**

18% of the SSS participants will be elected or appointed to campus leadership positions during 2012-2013. 55% of the UWA faculty/staff will participate in program activities during fall 2012 and spring 2013.

**2. Findings (2012-2013) - Target: Met**

18% of SSS participants were elected or appointed to campus leadership positions during school year 2012-13. 55% of UWA faculty/staff participated in program activities fall 2012 and spring 2013.

**3. Action Plans:**

**Student Support Services Funded Objectives**

This Federal Grant Program is funded to improve the retention and graduation rates of first-generation and low income students.

**Established in Cycle:** 2012-2013

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** Counseling Services, Tutorial Services, and Individual Student Assessments determined the annual results. All grant objectives were met or exceeded.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** Dr. Vicki P. Spruiell; Pam B. Hall; Andrea Farquhar; Gloria Mayo

**Additional Resources Requested:** None

**Budget Amount Requested:** \$0.00 (no request)

### III. Details of Action Plans for This Cycle (by Established cycle, then alpha)

#### A. Determine persistence of SSS students.

SSS secretary will use Datatel to determine persistence of SSS Fall 2013 students the first week of school.

**Established in Cycle:** 2011-2012

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** SSS secretary used Datatel to track SSS students.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** SSS Secretary

**Implementation Notes:**

**9/16/2013** SSS secretary used Datatel to track enrollment of returning students. 91% of the 2012-13 roster returned fall 2013.

#### B. Implement junior-senior component

Individual counseling sessions and referrals assist upperclassmen in job readiness skills: resume` preparation, mock interviews, and employment research. Job fairs are attended. Students are referred to UWA Career Counseling.

**Established in Cycle:** 2011-2012

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** Juniors and seniors are currently attending SSS counseling in which their needs for career help are assessed. In addition, they attend job fairs and are referred to Career Counseling.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** Counselor

**Additional Resources Requested:** None

**Implementation Notes:**

**9/16/2013** 92% of upperclassmen participated in counseling sessions for job skills readiness.

#### C. Implemented junior-senior evaluation components

Evaluate program components and grant objectives by the in-house semester reports, assessments, and university retention and graduation reports

**Established in Cycle:** 2011-2012

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** Program objectives are being met through tutorial and academic counseling sessions. Assessments are used to improve retention and graduation rate in these sessions.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** Director

**Additional Resources Requested:** None

**Implementation Notes:**

**9/16/2013** Program objectives were met. Retention was 91%. the graduation rate was 48%.

Our students held 17% leadership positions.

**D. Input SSS Data weekly**

Counseling sessions are documented daily and tutorial sessions are documented weekly.

**Established in Cycle:** 2011-2012

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** SSS staff completes weekly and monthly data entry assignments.

**Projected Completion Date:** 08/30/2014

**Responsible Person/Group:** All SSS staff

**Additional Resources Requested:** None

**Implementation Notes:**

**9/16/2013** SSS staff completes weekly and monthly data entry assignments for SSS students.

**E. Student recruitment**

Improve student recruitment, selection, and orientation activities

**Established in Cycle:** 2011-2012

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** All staff participated in summer orientation. Work-study students mailed applications and brochures following summer orientation.

Interview/information sessions were conducted the first two weeks of fall semester.

**Projected Completion Date:** 08/30/2013

**Responsible Person/Group:** All SSS staff

**Additional Resources Requested:** None

**F. Student recruitment**

SSS Program is Improving student recruitment through SSS informational presentation to all UWA 101 Freshman Seminar classes and UWA Orientation activities.

**Established in Cycle:** 2011-2012

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** SSS staff members are presenting information to UWA 101 classes and presented this information at orientation.

**Projected Completion Date:** 09/19/2013

**Responsible Person/Group:** All SSS staff

**Additional Resources Requested:** None

**Implementation Notes:**

**9/16/2013** SSS staff member presented information to UWA 101 classes. All staff participated in summer orientation. Ten sections out of sixteen sections have received the SSS information presentation.

**IV. Analysis Questions and Analysis Answers**

**A. What specific strengths did your assessments show? (Strengths)**

97% of SSS students achieved a 2.0 or better cum GPA and Graduation rate Of 48%.

**B. What specific weaknesses or challenges did your assessments show? (Weaknesses)**

Retaining students from year-to-year because of financial aid changes

**C. What plans were implemented?**

SSS staff will track retention rate with two comparison data reports each semester.

**D. What plans were not implemented?**

All SSS plans were implemented.

**E. How will assessment results be used for continuous improvement?**

The SSS 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, monitoring progress based on timelines, and revise program components as needed.

**V. Annual Report Section Responses**

**A. Key Achievements**

SSS staff member was selected for Sumter County Fine Arts Board Member

**B. Public/Community Service**

SSS member was selected Board Member of SCFAC

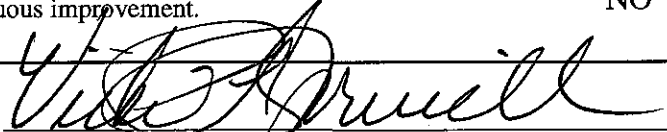
## Planning and Assessment Approval

Department or Division: Student Support Services  
 Chair or Director: Dr. Vicki Spruiell  
 Dean or Vice President: Dr. Vicki Spruiell

ANNUAL PLAN		
Item	Approved	Remarks
<p><b>Goals</b>                      Goals are broad statements describing what the unit wants to accomplish. Goals relate to both the unit's mission and the University's mission. The goal(s) is stated as the University goal(s) a unit is attempting to meet.</p>	<p>YES <input checked="" type="checkbox"/></p> <p>NO <input type="checkbox"/></p>	
<p><b>Outcomes/Objectives</b>                      Outcomes and objectives are statements that describe in some detail what the unit plans to accomplish. Outcomes/objectives are associated with all applicable goals, strategic plans, standards, and institutional priorities.</p>	<p>YES <input checked="" type="checkbox"/></p> <p>NO <input type="checkbox"/></p>	
<p>Objectives are active-verb descriptions of specific points or tasks the unit will accomplish or reach. Outcomes are active-verb descriptions of a desired end result related to student learning and the unit's mission.</p>	<p>YES <input checked="" type="checkbox"/></p> <p>NO <input type="checkbox"/></p>	
<p><b>Measures</b>                      Measures are statements to judge success in achieving the stated outcome or objective. Measures contain information on the type of evidence and assessment tool that a unit will use to verify if stated outcome/objective has been met.</p>	<p>YES <input checked="" type="checkbox"/></p> <p>NO <input type="checkbox"/></p>	
<p><b>Achievement Targets</b>                      Achievement targets are the thresholds that the measures must meet for the unit to determine that it has been successful in meeting its specified outcomes/objectives. Achievement targets are measurable statements.</p>	<p>YES <input checked="" type="checkbox"/></p> <p>NO <input type="checkbox"/></p>	

**SELF-STUDY**

Item	Approved	Remarks
<b>Findings</b> Findings are indications whether an outcome/objective was met or not. Findings are put into the system under each achievement target. Findings include an interpretation of results, possible uses of results, reflection on problems encountered, indicated improvements/changes and strengths or weakness.	YES <input checked="" type="checkbox"/> _____ NO _____	
<b>Action Plans</b> Action plans are detailed plans created by the unit to meet an outcome/objective that was only partially met or not met or to make improvement to those outcomes/objectives that were met but still need some strengthening. The plan includes a projected completion date, implementation description, responsible person(s)/group, resources required, and budget amount (if applicable).  Action plans created in previous cycles have been updated with implementation notes.	YES <input checked="" type="checkbox"/> _____ NO _____  YES <input checked="" type="checkbox"/> _____ NO _____	
<b>Annual Report</b> The Annual Report section contains information on key achievements, faculty and/or staff achievements, and community/public.	YES <input checked="" type="checkbox"/> _____ NO _____	
<b>Analysis Report</b> The unit has reflected on and created narratives for each of the following areas: specific strengths and progress made on outcomes/objectives, specific weaknesses or challenges, plans that were and were not implemented, and how assessment results will be used for continuous improvement.	YES <input checked="" type="checkbox"/> _____ NO _____	

Approved by:   
 Signature of Dean or Vice President

Date: 10/07/13

Received by OIE:   
 Signature of Coordinator of Planning and Assessment

Date: 10/11/13