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. Student Learning Outcomes/Objectives, with Any Associations and 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
      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.

      1. Achievement Target:
         UWA's SSS is proposing 90% retention rate of its participants.

      2. Findings (2011-2012) - Target: Met
         Retention outcome will be determined the first week of Fall 2012. Current research suggest that a target of 90% will be met.

      3. Action Plan:
         SSS will determine persistence the first week of Fall 2012 semester.
         SSS secretary will use Datatel to determine persistence of SSS Fall 2012 students the first week of school.
         Established in Cycle: 2011-2012
         Implementation Status: In-Progress
         Priority: High
         Projected Completion Date:
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**

85% of 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 the SSS participants will achieve a 2.0 or better cumulative GPA at the end of the year.

2. **Findings (2011-2012) - Target: Met**

   93% of SSS participants did achieve a 2.0 or better cumulative GPA at the end of the year.

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

SSS will impact student learning by graduation rates.

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

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

1. **Achievement Target:**

   40% of each cohort group will graduate within 6 years. Graduation reports will produce evidence of this measure.

2. **Findings (2011-2012) - Target: Met**

   50% of the 2006 cohort group graduated in 6 years.

II. Goals and Other Outcomes/Objectives, with Related Measures, Targets, Findings, and Action Plans

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

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 (2011-2012) - Target: Met
17% of the SSS participants was elected or appointed to campus leadership positions during 2011-2012. 53% of the UWA faculty/staff participated in program activities during fall 2011 and spring 2012.

III. Other Plans for Improvement:

A. Data entry
Input data weekly into database
Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Implementation Description: Make weekly and monthly data entry assignments at staff meetings.
Projected Completion Date: 
Responsible Person/Group: All SSS staff
Additional Resources Requested: None
Budget Amount Requested: $0.00 (no request)

B. Junior-senior component
Individual counseling sessions designed for job readiness.
Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Implementation Description: Counselor facilitates preparing resumes’ and building job skills
Projected Completion Date: 
Responsible Person/Group: Counselor
Additional Resources Requested: None

C. Student recruitment
Improve student recruitment, selection, and orientation activities
Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Implementation Description: All staff participate in summer orientation. Work-study students conduct phone reminders about orientation. Schedule interview/orientation sessions.
Projected Completion Date: 
Responsible Person/Group: All SSS staff
Additional Resources Requested: None
Budget Amount Requested: $0.00 (no request)
IV. Analysis Questions and Analysis Answers

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

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
   No problems encountered. All objectives were met

C. What plans were implemented?
   160 eligible participants were enrolled by October 1, 2011 and that number maintained through 2011-12. 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.

D. What plans were not implemented?
   All plans were implemented in 2011-2012 academic year.

E. 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 reverse program components as needed.

V. Annual Report Section Responses

A. Key Achievements
   SSS Grant received continued funding for 2011-2012. Annual Performance Report submitted on 02/01/11. All prior experience points were earned.

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

C. Public/Community Service
   SSS UWA 101 participated in 10 hrs. of service learning in fall semester of 2011.
## ANNUAL PLAN

<table>
<thead>
<tr>
<th>Item</th>
<th>Approved</th>
<th>Remarks</th>
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| **Goals**
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. | Yes      |         |
| **Outcomes/Objectives**
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. | Yes      |         |
| 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. | Yes      |         |
| **Measures**
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. | Yes      |         |
| **Achievement Targets**
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. | Yes      |         |
### SELF-STUDY

<table>
<thead>
<tr>
<th>Item</th>
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<tbody>
<tr>
<td>Findings</td>
<td>YES</td>
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<tr>
<td>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.</td>
<td>NO</td>
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<tr>
<td>Action Plans</td>
<td>YES</td>
<td></td>
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<tr>
<td>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).</td>
<td>NO</td>
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<td>Action plans created in previous cycles have been updated with implementation notes.</td>
<td>YES</td>
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<tr>
<td>Annual Report</td>
<td>YES</td>
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<tr>
<td>The Annual Report section contains information on key achievements, faculty and/or staff achievements, and community/public.</td>
<td>NO</td>
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<td>Analysis Report</td>
<td>YES</td>
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<td>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.</td>
<td>NO</td>
<td></td>
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Approved by: [Signature of Dean or Vice President]

Received by OIE: [Signature of Coordinator of Planning and Assessment]

Date: 8/12/12

Date: 8/10/12