

# PLANNING/OUTCOMES DOCUMENT

<b>Name of person(s) completing this form:</b>	Cheryl Contino- Conner, Peter Buck, Marti Hunter, Laurie Butler	<b>Curriculum/Department:</b>	Student Support Services
<b>Purpose/Mission Statement</b>		<b>Vision Statement, 3-5 years</b>	
<p><b>Purpose:</b> To offer support services to 150 eligible students which are designed to increase student retention, graduation and transfer rates while simultaneously fostering an institutional climate supportive of serving the SSS participant.</p> <p><b>Mission:</b> The SSS office is committed to the empowerment of program participants to achieve success through: accessible and effective programs, supportive and caring staff, quality advising and teaching, responsive counseling and student advocacy. We strive to offer these services in the spirit of positive and friendly community.</p>		<ol style="list-style-type: none"> <li>1. To advertise the program ensuring every SCC student, employee and partnering community agency is aware of our existence, eligibility criteria and services we provide.</li> <li>2. To be a respected resource by students, faculty, staff and the community.</li> <li>3. To maintain a strong network of communication between internal and external resources, thereby promoting and inviting an effective and satisfying atmosphere for students, faculty, staff and the community.</li> </ol>	
<b>Departmental Strengths</b>		<b>Departmental Weaknesses</b>	
Highly skilled and knowledgeable staff; solid reputation; outstanding student services track record; low staff attrition; institutional climate and student surveys reflect high program confidence and satisfaction. Strong representation on multiple SCC committees.		Lack of a full-time disability coordinator; technology glitches; Annual SSS budget (September 1 – August 31) does not coincide with annual college budget.	
<b>Departmental Opportunities</b>		<b>Departmental Threats</b>	
The re-location of Vocational Rehabilitation (now housed across the street); the psycho-educational testing services now provided by WCU's psychology department.		The continued Federal/community funding cuts of partnering agencies (VR, Tribal Education, WIA, mental health). The leveling of program funding by the Department of Education. The shifting/deletion of student information tracking procedures within the student services division.	
<b>College Goals</b>	<b>2005-2006 Department Outcomes/Goals</b>	<b>Success Criteria</b> (Method for measuring extent to which outcome is achieved)	<b>Plan of Action</b> (including resources needed)
	In each program year, at least 70% of SSS participants will achieve a 2.0 GPA.	At least 70% of SSS participants will have achieved a GPA of 2.0 or better at the end of the year.	SSS will be effective academic advisors; academic support systems including tutoring, academic support groups, educational support plans and note takers will be offered; academic monitoring will take place on a monthly basis. <i>Resources: personnel, computers, software.</i>
	In each program year, at least 70% of participants will be retained.	At least 70% of participants will attend fall 2005 and return fall 2006.	Students will identify educational goals each semester. The SSS staff will offer an array of financial, course ready and life management activities. Frequent contact with participants will be documented in Blumen. Reasonable and appropriate contact requirements have been developed for participants based on participant history with the program. <i>Resources: personnel, computers,</i>
2			

			<i>software.</i>
2,5	In each program year, at least 20% of SSS participants will graduate and/or transfer.	Documentation will reflect that at least 20% of SSS participants had graduated and/or transferred.	SSS will provide effective academic advising and co-advising; monitoring; support systems; community partnerships and documentation of student activities and success. <i>Resources: personnel, computers, software.</i>
2	Faculty and staff will project a positive attitude regarding the SSS program.	SSS will receive a 3.0 or better on each SSS identifying measure on the Institutional Climate Survey.	SSS will maintain strong, productive working relationships through: committee participation; co-advising; Spotlight dissemination; program promotion; classroom and divisional visitations. <i>Resources: personnel, computers, software.</i>

<b>Criteria Results for 2005-06 Outcomes</b> Be sure to utilize most current data available	<b>End of Year Analysis</b> (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). <b>Describe how you used the results to improve your program/department.</b>
<i>In each program year, at least 70% of SSS participants will achieve a 2.0 GPA.</i> 84% of SSS participants achieved at least a 2.0 GPA during the program year.	Governed primarily by the legislative intent of the SSS program, the SSS team continues to realize the established outcome objectives of the grant and grow as integral part of the goals set forth by the college. The criteria results (in addition to the feedback we receive from our bi-annual student surveys) provide us with yet another indicator that our level of service to students (the required contacts we set-forth for program participation) must be maintained to optimize student success, program success and program integration into the college.
<i>In each program year, at least 70% of participants will be retained.</i> 88% of program participants were retained from the fall to spring during the 2005-2006 year in addition, it is expected that at least 70% of students served will be retained from fall 2005 to fall 2006.	
<i>In each program year, at least 20% of SSS participants will graduate and/or transfer.</i> 34 participants graduated and 19 transferred during the 2005-2006 year. This graduation and transfer rate represents 28% of the described population.	
<i>Faculty and staff will project a positive attitude regarding the SSS program.</i> The 2005-2006 Institutional Climate Survey resulted in a 3.43 overall SSS satisfaction rating as well as a 3.43 student service rating among institutional employees. Measured on a 1-4 scale, the SSS team feels confident in its service and contributions to the college and perceived usefulness of the program among college employees. As a note, this measure has remained consistent for the past five years, a tribute to the success of the SSS program.	

<b>College Goals</b>	<b>2006-2007 Department Outcomes/Goals</b>	<b>Success Criteria</b> (e.g. outcomes, enrollment increases)	<b>Plan of Action</b> (including resources needed)
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2	In each program year, at least 70% of participants will be retained.	At least 70% of participants will attend fall 2005 and return fall 2006.	Students will identify educational goals each semester. The SSS staff will offer an array of financial, course

	retained.	fall 2005 and return fall 2006.	ready and fire management activities. Frequent contact with participants will be documented in Blumen. Reasonable and appropriate contact requirements have been developed for participants based on participant history with the program. <i>Resources: personnel, computers, software.</i>
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Budget Item Description (Budget items requested from college funds)	Current Year Budget:	Ongoing Operational Budget:	Expansion Budget:
Supplies- Yearly maintenance on office copier.	\$344.00	\$344.00	
Equipment- Computer to house BLUMEN, the SSS tracking software used to document program activity and success		\$1300.00	
Travel-			
Program Accreditation-			
Other- RFB&D Institutional Membership	\$350.00	\$350.00	
COE Institutional Membership	\$1900.00	\$1900.00	
<b>TOTALS</b>	\$2594.00	\$3894.00	

### Mid-point Review

**Progress Notes:**

