

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:	Cheryl Contino-Conner, Peter Buck, Marti Hunter, Laurie Butler	Curriculum/Department:	Student Support Services
Purpose/Mission Statement		Vision Statement, 3-5 years	
<p>Purpose: 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>Mission: 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"> 1. Every SCC student, employee and partnering community agency is aware of our existence, eligibility criteria and services we provide. 2. To be a respected resource by students, faculty, staff and the community. 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. 	
Departmental Strengths		Departmental Weaknesses	
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. Outdated computers. Our department experiences too many computer "glitches" on a consistent basis which hampers service.	
Departmental Opportunities		Departmental Threats	
Partnering with the WCU Athletics Department and Special Olympics of Jackson County will provide an opportunity for our department to raise funds to assist SSS students with monies to help defray the cost of travel to and from the college. The 2008 grant competition which (if successful) will provide the funds to keep the SSS program at SCC until the year 2014.		The leveling of program funding for the fifth consecutive year. Also, the 50 page requirement of the 2008 grant competition.	
College Goals	2007-08 Department Outcomes/Goals	Success Criteria (Method for measuring extent to which outcome is achieved)	Plan of Action (including resources needed)
2	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>
2	In each program year, at least 70% of participants will be retained.	At least 70% of participants will attend fall 2007 and return fall 2008.	The SSS staff will offer an array of financial, course ready, career ready and counseling services. Participant contacts/ activities will be documented and monitored in Blumen <i>Resources: personnel, computers, software.</i>
2	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.	Students will identify educational goals each semester. SSS will provide effective academic advising; transfer initiatives; personal and academic support systems; <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 and Tutor Trac dissemination; program promotion; classroom and divisional visitations. <i>Resources: personnel, computers, software.</i>
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Criteria Results for 2007-08 Outcomes Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, etc.). Describe how you used the results to improve your program/department.
<p><i>In each program year, at least 70% of SSS participants will achieve a 2.0 GPA.</i> 74% of SSS participants achieved at least a 2.0 GPA during the program year.</p>	<p>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 an integral part of the mission and vision set forth by the college. The criteria results (in addition to the feedback we receive from our bi-annual student surveys) validate for us that our level of service to students (the required contacts we set-forth for program participation) must be maintained for optimal student success, program success and program integration within the college.</p>
<p><i>In each program year, at least 70% of participants will be retained.</i> 80% of program participants were retained from fall 2007 to spring 2008. It is expected at least 70% of students served during fall 2007 will be retained to fall 2008.</p>	
<p><i>In each program year, at least 20% of SSS participants will graduate and/or transfer.</i> 40 participants either graduated and/or transferred during the 2007-2008 year. This graduation and transfer rate represents 23% of the SSS population.</p>	
<p><i>Faculty and staff will project a positive attitude regarding the SSS program.</i> The 2007-2008 Institutional Climate Survey resulted in a 3.43 overall SSS satisfaction rating as well as a 3.42 student service rating among institutional employees. Measured on a 1-4 scale and based on the results, the SSS team feels confident with 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 six years, a tribute to the success of the SSS program.</p>	

College Goals	2008-09 Department Outcomes/Goals	Success Criteria (Method for measuring extent to which outcome is achieved)	Plan of Action (including resources needed)
2	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: a focused “check in” experience, tutoring, academic support groups, educational support plans and a focused learning experience for dev ed students will be offered; academic monitoring will take place on a monthly basis. <i>Resources: personnel, computers, software.</i>
2	In each program year, at least 70% of participants will be retained.	At least 70% of participants will attend fall 2008 and return fall 2009.	The SSS staff will offer an array of financial, course ready, career ready and counseling services. Participant contacts/ activities will be documented and monitored in Blumen <i>Resources: personnel, computers, software.</i>
2	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.	Students will identify educational goals each semester. SSS will provide effective academic advising; transfer initiatives; personal and academic support systems; <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 and Tutor Trac dissemination; program promotion; classroom and divisional visitations. <i>Resources: personnel, computers, software.</i>

Budget Item Description (Budget items requested from college funds)	Current Year Budget:	Ongoing Operational Budget:	Expansion Budget:
Supplies- Yearly maintenance on office copier. Toner cartridges for printer and maintenance kit for laser jet (tutoring, career initiatives, service learning, advising, disability services)	\$300.00 \$1000.00		
Equipment- Laptop loan program maintenance.	\$1000.00		
Travel- NCCEOP State Conference(Cheryl, Peter and Marti) Blumen Training ~ this is our student database tracking software (Cheryl and Laurie)	\$1500.00 \$2000.00		

Program Accreditation-			
<p style="text-align: center;">Other-Tutoring budget</p> Level 1 ~ Institutional Membership to RFB&D COE Institutional Membership (SSS, UB, Gear Up) \$30,000.00 Institutional Membership to NACADA \$350.00 National Clearinghouse for Outreach Programs ~ provides degree audits for TRIO tracking \$1900.00 Cultural enrichment/leadership building \$200.00 \$425.00 \$1000.00			
TOTALS	\$39,675.00		

Mid-point Review

Progress Notes: