

PLANNING/OUTCOMES DOCUMENT

Name of person(s) completing this form:		Cheryl Contino-Conner, Marti Hunter, Peter Buck, Laurie Butler		Curriculum/Department:	Student Support Services
Purpose/Mission Statement			Vision Statement, 3-5 years		
<p>Purpose: To offer services to 150 eligible students which 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. To advertise the program ensuring every SCC 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 foster independent growth and development among program participants. 4. 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 track record; low staff attrition; institutional climate and student surveys reflect high program confidence and satisfaction.			Lack of a full-time disability specialist; technology glitches; lack of BLUMEN (student database tracking) and IIPS connectivity.		
Departmental Opportunities			Departmental Threats		
Refunding of GEAR UP and Upward Bound; local Talent Search program.			Recent federal/community funding cuts to partnering agencies (VR, WIA, etc); changes in BIA tuition payments to students; proposed IDEA testing guideline changes.		
College Goals	2004-2005 Department Outcomes/Goals	Success Criteria (e.g. outcomes, enrollment increases)		Plan of Action (including resources needed)	
2	In each program year, at least 70% of the 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; monitoring will take place on a monthly basis. <i>Resources: personnel, computers, software.</i>	
2	In each program year, at least 70% of SSS participants will be retained.	At least 70% of participants will attend fall 2004 and return for fall 2005.		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, software.</i>	

2,5	In each program year, at least 20% of degree seeking, full-time SSS participants will graduate and/or transfer.	Documentation will reflect that at least 20% of SSS participants have graduated and/or transferred.	Provide effective academic advising and co-advising; monitoring; support systems; community partnerships and documentation. <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.	Maintain strong working relationships through: committee participation; co-advising; Spotlight dissemination ; program promotion; classroom and divisional visitations. <i>Resources: personnel, information flyers.</i>

Criteria Results Be sure to utilize most current data available	End of Year Analysis (Goals achieved, impact of equipment purchased, improvements to program or service, contingencies, etc.). Describe how you used the results to improve your program/department.
<p><i>In each program year, at least 70% of the SSS participants will achieve a 2.0 GPA. 84% of SSS participants had achieved a 2.0 or higher GPA.</i></p> <p><i>In each program year, at least 70% of SSS participants will be retained. SSS realized an 80% retention rate fall to spring during the 2004-2005 year and a 66 % retention rate between the 2004 and 2005 year.</i></p> <p><i>In each program year, at least 20% of degree seeking, full-time SSS participants will graduate and/or transfer. 34 SSS participants either graduated and/or transferred during the 2004-2005 academic year. This transfer/graduation rate represents 23% of the described population. SSS actively served 190 students during the 2004-2005 academic year; however, only 148 were enrolled full-time.</i></p> <p><i>Faculty and staff will project a positive attitude regarding the SSS program. The 2004-2005 Institutional Climate survey resulted in a 3.28 overall SSS satisfaction rating and a 3.29 SSS student service rating among institutional employees. Measured on a 1-4 scale, the SSS team feels confident in it's service to the college and the perceived usefulness of the program among college employees. As a note, this measure has remained relatively consistent for the past four years, a tribute to the success of the SSS program.</i></p>	<p>The SSS staff continues to experience wonderful success in achieving departmental goals. Governed primarily by the legislative intent of the SSS program, the SSS team continues to realize and exceed the established process and outcome objectives; and grow as an integral part of the SCC mission. Receiving another four-year award notice during the 2004-2005 year, the SSS program looks forward to continuing its legacy of a strong commitment to student success at SCC. A review of last years' accomplishments, reflects that 89% (23% for the graduation/transfer objective plus 66 % for the retention objective) of SSS participants are either graduating, transferring or being retained at the institution...what a success!</p> <p>All program surveys and results are used to increase program services and standards within the department, college and partnering community agencies. Feedback from the bi-annual 2004-2005 internal student survey prompted the SSS staff to create a "triad" advisor contact option thereby improving student service efficiency.</p>

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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.		\$210.65	
Equipment- Two desk top computers (Peter and Laurie)		\$2845.56	
Travel-			
Program Accreditation- CRLA (College Reading and Learning Association) level II certification.		\$75.00	
Other- RFB&D Institutional Membership (25 books) COE Institutional Membership (SSS, UB, Gear Up)		\$350.00 \$1900.00	
TOTALS		\$5381.21	

Mid-point Review

Progress Notes: