STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: _____Puente Program_____

Prepared by: _____Maria Jurado_____

Academic Year: _____2018-19_____

I. Student Services Area Overview

*The **Area Overview** should reflect the consensus of the staff within the student services area. It is meant to provide a broad understanding of the area, current trends related to the area's mission, and how the area serves to meet the overall mission or goals Norco College. The following reflects the general guidelines followed by the service areas in completing their area overview. (I.1.-I.5. contains brief, succinct narrative for each area; should be about 2 pages in length.)*

1. Mission Statement
Note: Area mission statements must be directly aligned with those of the Norco College and the Student Services Division. This statement should be brief, easy to remember and include the name of the department, its primary functions, modes of delivery, and target audience. Please include the date last updated.
Suggestion: This statement should be about 25 words.

The mission of Puente is to increase the number of educationally underserved students who enroll in four-year universities, earn degrees, and return as future mentors to succeeding generations.

2. Philosophy Statement
Note: Identify or outline how your area serves the mission of the institution. Suggestion: Please limit to a single, brief paragraph.

Developing a strong and cohesive learning community that has a sense of "family" while providing intensive academic writing instruction, intrusive counseling and career exploration through professional mentoring creates structure for academic success. These components work together to help Puente students transfer to a university and return as mentors.

3. Summary
Note: Describe the main functions of your area using clear, concise bulleted statements.
- Teach Guidance 48 (Student Success Strategies) and Guidance 47 (Career Exploration)
- Provide ongoing, intrusive academic and personal counseling
- Create Student Educational Plans
- Counsel former, current and prospective Puente students to make wise educational decisions
- Assign each student a faculty, staff or a professional mentor within the community
- Coordinate events: College tours, UC representative class visits, student socials, mentor/student socials, cultural events, "Noche de Familia" and end-of-the-year banquet
- Serve as Co-advisor for Puente Organization
- Collaborate with the Puente English instructor throughout the year to ensure academic success of our cohort

4. Strengths
Note: Briefly describe about five of your area's greatest strengths. As applicable, strengths substantiated through data are required.
1. 100% pass rate of ENG 1B, spring 2019
2. Significant number of students completed at least 12 units, spring 2019
3. Significant number of students maintained satisfactory academic progress, spring 2019
4. 100% SEPs
5. Provided numerous academic, cultural and campus involvement opportunities: Pizza social, "Noche de Familia," mentor dinners, Puente Motivational Conference at UCR, Harvest Festival, winter formal, toured CSUF and CSUSB, Cesar Chavez event, Winter Ball, Cinco de Mayo event, NOMU
6. Offer study space/time after Puente courses to optimize, spring 2019

5. Students Served
Note: Briefly report the number of students served and/or provide a general description of the student population(s) you serve. When reporting numbers, please specify the timeframe you are reporting.

Puente is a one-year inclusive program that places an emphasis on the Latinx experience. Because the English courses incorporate the Latinx authors, most students are Latinx; however, Puente is an inclusive program. Interested students take English 1A and GUI 48 in the fall followed by English 1B and GUI 47 in the spring.

Puente served 32 students in the fall and 20 students in the spring, 92% are first-generation college students.
The counselor serves three student populations: current, former and prospective students. The Puente counselor however, continues to serve graduates of the program who are continuing their studies and/or have been applying to various universities. The counselor also conducts ongoing recruitment for prospective students for each incoming cohort.

II. Assessing Outcomes

1.A. Report on 2018-2019 Assessment Plan and Objectives for Student Services Area:
_____

Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*
- A significant number of students will complete 12 or more units in the fall of 2018
- A significant number of students will maintain satisfactory progress at the end of fall 2018
- A significant number of Puente graduates will persist from spring 2019 to fall 2019
- Puente graduates from spring 2019 will complete English 1B at a high rate
- A significant number of students will have a satisfactory relationship with their assigned mentors

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Completion (or anticipated completion) / Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B)Moved to Strengths C) Discontinued (please state why)
1.	Puente students will enroll and complete at least 12 units in the fall of 2018	(SLO) Puente students who enroll in the fall 2018 will attempt and complete at least 12 units.	EMP # 1,2,4,5	70% of Puente students who enroll in the fall 2018 will complete at least 12 units.	Information from Colleague UI	40% (14/32) of students enrolled in fall 15 completed at least 12 units	Incorporating ENG 91 and walking students to the LRC will help students pass ENG 1A thus help students complete 12 or more units. It is believed that the low success rate is related to AB 705 as Puente has never had such a low pass rate of the English course in its first semester	A) Continued
2.	Students enrolled in Puente will maintain satisfactory progress in all courses	(SLO) Students enrolled in Puente will maintain a 2.0 GPA in all courses attempted in fall 2018	EMP # 1,2,4,5	80% of Puente students will complete all courses during the fall of 2018 with a minimum GPA of 2.0 or higher	Colleague UI	66% (21/32) of Puente students completed fall 15 with a GPA of at least 2.0	Incorporating ENG 91 will help students pass ENG 1A thus help students earn a 2.0 GPA or higher. Also providing designated study	A) Continued

	attempted in the fall of 2018						space will create an environment for success as well as walking students to LRC for additional help	
3.	Puente graduates from spring 2019 (Phase 3), will persist into fall 2019	(SLO) Program graduates from the class of 2018-19 will persist into the fall 2019 semester	EMP# 1,2,4,5	100% of Puente Program graduates have enrolled in courses for fall 2019	Colleague UI	100% of spring 2019 graduates have persisted to fall 2019	Goal met. The high persistence rate can be attributed to the fact they have completed ENG 1A & ENG 1B	A) Continued
4.	Puente students in English 1B will successfully complete course at higher rate than general population	(SLO) Puente students will complete English 1B with a C or better at a higher rate	EMP # 1,2,4,5	80% of students will pass ENG 1B	Colleague UI	100% of Puente students successfully completed ENG 1B compared to All Others at 75.2%.	Goal met. This SLO will continue to be monitored to ensure program success. We also need to consider the transfer rate of this group	A) Continued
5.	Puente students will each be assigned a mentor and will receive more support with life goals	(SLO) Puente students will meet at least four times with mentors and will have assignments to complete		80% of students will have a satisfactory relationship with their mentor	Survey	95% (19/20) of students surveyed indicated that they were satisfied with their mentors	Goal met. Mills and I will continue to assignment interviews to ensure students and mentors are meeting	A) Continued

*Please see appendix for description.

II.1.B. Program Modifications for 2018-2019 Data Assessment ("Closing the Loop")
Note: For 2017-2018 outcomes assessments you are continuing or modifying in your 2018-2019 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)

	Outcomes assessment for 2018-19 were kept the same; however Puente is offering ENG 1B for the spring semester so its success rate was examined.	Puente used to examine the success rate ENG 1A at the end of the spring semester. Due to AB 705, Puente offers ENG 1A in the fall and ENG 1B in the Spring, thus the success rate of ENG 1B was examined.
	It was noted that the ENG 1A pass rate was not as successful as previous years which also impacted the ability for students to complete 12 units and earn at least a 2.0 GPA.	Puente used to offer ENG 50 in the fall which prepared students for ENG 1A in the spring; however, due to AB 705 students took ENG 1A in the fall and ENG 1B in the spring. As a result, there was a decline in the pass rate for ENG 1A. Modifications for the 2019-20 academic year include adding ENG 91 to help students pass ENG 1A and having a designated space for students to study. Also, providing more intrusive support by walking students to the LRC (rather than telling them to see a tutor) will help students succeed in ENG 1A.

I.2.A. 2018-2019 Assessment Plan for Student Services Area:
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Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*
- Increase student understanding of self-reflection of their academic responsibility
- Increase student knowledge of individual personality traits that connect with their career goal
- Increase student knowledge of transfer requirements to a four-year university
- Students will successfully complete English 1B at the end of Spring 2019
- Students will have a satisfactory relationship with their assigned mentor

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Increase student understanding of self-reflection of their academic responsibility	(SLO) Students who participated in GUI 48 will learn about their academic responsibility	"providing educational opportunities… We encourage an innovative approach to learning…"	80% of students will enhance their knowledge of academic responsibility	Pre/Post Survey, class discussion and assignments	84% (27/32) of students who participated in GUI 48 enhanced their knowledge of academic responsibility	Continued emphasis will be placed on self-reflection and academic responsibility

2.	Increase student knowledge of individual personality traits that connect with their career goal	(SLO) Students who participate in GUI 47 will learn individual career goals	"providing educational opportunities... We encourage an innovative approach to learning..."	80% of students will decide on a career goal and major	Pre/Post Survey and completion of SEP	95% (19/20) of students who participated in GUI 47 decided on a career goal and major	Continued emphasis will be placed on career exploration and choosing a major. Will emphasis attending MBTI workshop
3.	Increase student knowledge of transfer requirements to a four-year university	(SLO) Students who participate in GUI 47 will learn transfer requirements	"provide foundational skills and pathways to transfer..."	80% of students will understand GE, major prep and transfer requirements to a four-year university	Pre/Post Survey and completion of SEP	95% (19/20) of students who participated in GUI 47 understood GE, major prep and transfer requirements	Continued emphasis on understanding GE, major prep and transfer requirements to reach 100% understanding
4.	Students will successfully complete English 1B at the end of Spring 2019	(SLO) Puente students will complete English 1A with a C or better	"providing educational opportunities... We encourage an innovative approach to learning..."	80% of students will successfully complete English 1A with a c or better at the end of Spring 2019	Colleague UI	100% (20/20) of students completed English 1A	Continued emphasis on attending tutoring, visiting English instructor's office hours and studying during designated "Puente space"
5.	Students will have a satisfactory relationship with their assigned mentor	(SAO) Students will meet at least four times with their assigned mentor and will conduct four interviews	"Norco college serves our students... promoting collaboration."	80% of students will have a satisfactory relationship with their mentor	Survey	95% (18/20) of students met with their mentor at least four times	Continued emphasis on the importance of the mentoring relationship by assigning assignments both in English and Guidance connected to mentoring

 M *Please see appendix for description.
**More detailed description on the following page.

II.2.B.　　2018-2019 Assessment Plan Findings/Data Analysis

SLO/SAO #1:

　　Findings/Data Analysis: Students who participated in GUI 48 enhanced their knowledge of academic responsibility by 84%, 27 out of 32 students.

Improvement Recommendations: Continued emphasis will be placed on self-reflection and academic responsibility. Students will learn how their role impacts their academic and future goals. Assignments related to academic accountability will be given to provide students more insight about their success.

SLO/SAO #2:

Findings/Data Analysis: Students who participated in GUI 47 decided on a career goal and major by 95%. Specifically, 19 out of 20 students choose both a career and major.

Improvement Recommendations: While 95% is high and most students chose a major, they did not necessarily choose a career. Students will be encouraged to explore multiple career options. Emphasis will be placed on maximizing college resources and encourage to select a career as well as a major.

SLO/SAO #3:

Findings/Data Analysis: Students who participated in GUI 47 understood general education, major preparation and transfer requirements by 95%. Specifically, 19 out of 20 students were knowledgeable about courses they need to take to reach their transfer goals.

Improvement Recommendations: While 95 percent is high and most students understood general education, major preparation and transfer requirements by 95%, it is important that 100% of students are aware of transfer requirements. A better effort will be made to ensure that 100% of students understand the courses they need to take to reach their educational goal. Students will be encouraged to optimize campus resources and attend transfer related workshop and the transfer fair held on campus.

SLO/SAO #4:

Findings/Data Analysis: Students who participated in English 1B completed the course by 100 %, 20 students of 20.

Improvement Recommendations: Continued emphasis will be placed on the use of instructor's office hours and tutoring. Students will also be encouraged to form study groups and use study space wisely. The English and counseling team will continue to work together to identify students who need extra support and refer them to campus resources.

SLO/SAO #5:

Findings/Data Analysis: 90% students (18/20) of met with their mentor at least four times.

> **Improvement Recommendations:** Continued writing and social activities will help sustain a vibrant mentor component for Puente students. To ensure students are meeting with their mentors four assignments will be incorporated into the Guidance classes. A mentor panel will be conducted in the fall Guidance class and will serve as an excellent introduction to the mentoring component before students are assigned a mentor.

III. Needs Assessment

1. Staffing Level
Provide a very brief description of your current staffing level or attach an organizational chart that includes positions only.
- 1 Counselor with .50 reassigned time
- 1 English Instructor with .20 reassigned time
- 1 Hourly who works 10-15 hours weekly
- 1 federal student worker who works 10-15 hours weekly

2. Staffing Profile
Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019		2019 -2020	2020-2021
Administration								
Classified Staff FT							.70	.70
Classified Staff PT								
Confidential Staff FT								
Faculty FTE Full time	.70	.70	.70	.70	.70		.70	.70
Faculty FTE Part time								

Total Full Time Equivalent Permanent Staff								
Short Term Staff	1	1	1	1	1		1	1
Student Workers		2	1	1	1		1	

3. Improvement Areas
Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

- If a success coach/educational advisor is hired, they can track and monitor phase III Puente students and keep them connected to the Counselor to improve persistence, completion and transfer rates
- Counselor could spend more time with students to help them academically but is unable to due to the coordination of numerous events
- Counselor could spend more time with students to prepare them for transfer but is unable to due to numerous events

Unit Name: _____*Puente Program*_____

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2016-2017 **Please be as specific as possible when offering a justification.** Place titles on list in order (rank) of importance.	Indicate **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
1. **Permanent Educational Advisor/Success Coach for Puente** Justification: With the numerous academic and social activities along with mentor coordination, the need for a permanent staff member to assist the counselor with event coordination and follow-up with phase III. The current assistants are student workers and are short term and have limited hours.	N	**$45,000**
2. Justification:		
3. Justification:		
4. Justification:		
5. Justification:		
6. Justification:		

* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (*Not* including technology) Needs <u>Not</u> Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2018-2019 **Please list/summarize the needs of your unit below.** **Please be as specific as possible.** Place items on list in order (rank) of importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.
If equipment needs are linked to a position please be sure to mention that linkage.

6. Technology++ Needs Not Covered by Current Budget
NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

Annual TCO*

Priority	EQUIPMENT REQUESTED	New (N) or Replace-ment (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infra-structure ?	How many users served ?	Has it been repaired frequently ?	Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification										
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

7. Facilities Needs _Not_ Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2018-2019 (Remodels, Renovations or added new facilities) Place items on list in order (rank) of importance.	Total Cost of Request
1. **1. Permanent storage room** Justification: Puente needs a location to store event related equipment/decorations. Currently, there is no space for Puente to store decorations/equipment used each year for events, many of which gets lost and has to be repurchased the following year.	N/A
2. Justification:	
3. Justification:	
4. Justification:	
5. Justification:	
6. Justification:	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

8. Professional or Organizational Development Needs *Not* Covered by Current Budget*

List Professional Development Needs for Academic Year 2018-2019 Reasons might include in response to assessment findings or the need to update skills. **Please be as specific as possible**. Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) of importance.	Cost per item	Number Requested	Total Cost of Request
1. Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

9. SAFETY NEEDS *not* covered by current budget

List Safety Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.	Cost per item	Number Requested	Total Cost of Request
1. Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

9. OTHER NEEDS _not_ covered by current budget

List Other Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.			
	Cost per item	Number Requested	Total Cost of Request
1. Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
   a. By providing educational opportunities
   b. By celebrating diversity
   c. By promoting collaboration

2. Provides support and encouragement through
   a. Innovative approach to learning
   b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:
- ***SLO- Students will learn the services available through WebAdvisor.***
- How it is linked to the Mission Statement:
  - ***2b – Provides support and encouragement through application of emerging technologies.***