

Program Review Comprehensive Report



Program Review - Student Services: SSS-RISE

Area Overview

2017 - 2018

Mission: Student Support Services programs guide and prepare students from traditionally from low-income, first-generation background, students with disabilities and veterans with disabilities through the academic pipeline from community college to four-year universities.

Philosophy Statement: Student Support Services RISE provides targeted services designed to increase students' knowledge and skills necessary to improve academic performance and increase semester to semester, degree completion, and transfer rates. The SSS RISE program was funded to serve students with disabilities and veterans with disabilities.

Summary: • Educate college students about associate degree requirements, the transfer process, and transfer requirements.

- Provide opportunities for participants to visit and experience four-year university environments.
- Identify opportunities for participants to explore career options.
- Offer personal development activities designed to prepare students to successfully transition from community college to four-year institutions.
- Provide students direct assistance with the admission application process, financial aid application process and enrollment in postsecondary education.

Strengths: 1) 78 percent of continuing students persisted in Student Support Services RISE from 2015-2016 academic year to the 2016-17 academic year.

2) 88 percent of SSS RISE participants maintained a good academic standing during the 2015-2016 academic year.

3) 29 percent of SSS RISE participants obtained an Associate's Degree or Certificate

4) 13 percent of SSS RISE participants obtained an Associate's Degree or Certificate and transfer.

Students Served: The Student Support Services RISE Program is serving 100 Norco College students during the 2016-2017 Academic Year.

Our students met at least one of the three criteria:

1. disabled
2. low-income (per established federal guidelines)
3. first generation, potential college students (self-reported)

2/3 of participants are both disabled and low-income

Attachments:

[2014-17_STUDENT_SERVICES_STUDENT_SUPPORT_SVCS_RISE_ResourceRequests.xlsx](#)

SLO/SAO: Increase the persistence rate of participants from one year to the next.

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Previous year SSS RISE participants that didn't graduate or transfer will return to Norco College in fall 2011 and continue participating in the SSS throughout the academic year.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - Datatel

-Individual contact

logs

-Blumen software

database

(Active)

Criteria: 70% of all prior year participants that didn't graduate or transfer will continue to participate in the program during the 2012-13 academic year

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

Data collected for pre and posttest of our SSS RISE orientations gave us knowledge that not all students were aware of the program requirements and resources. After participant in a three-hour Orientation/Team Building Activity students claimed to have a better understanding of the intense services and resources available through the SSS RISE program. This includes, workshops, counseling appointments, tutorial, college tours and mandatory financial literacy workshop.

Data reported is from : Spring

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.2 - Improve transfer rate by 10% over 5 years.

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Mission

2a. Provide support and encouragement through innovative approach to learning

3c. Provides foundational skills and pathways to certificate and degree students

SLO/SAO: Improve participants' academic performance

Participants served by the SSS RISE program will earn the necessary grades to stay in good academic standing throughout the academic year.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Program Review - Student Services: SSS-RISE

Direct - Datatel

- Progress reports
- Tutorial services (Active)

Criteria: 20% of the 2011 participant cohort will complete a degree or certificate and be admitted as a transfer student to a four year institution by fall of 2015.

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

General Norco 49.4%

SSS Rise 66.7%

According to Program Review Data from Institutional Research for Fall 2016, indicates that our SSS RISE participants are successfully persisted from Fall 2015 to Fall 2016 at higher rates than the general Norco College general population.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: *Data for the 2016-2017 has not been made available (03/23/2018)

Mapping

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Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Goal 3 - Objective 3.3 - Increase percentage of continuing students who develop an educational plan.

Mission

1a. Service to students, community, and workforce by providing educational opportunities

2a. Provide support and encouragement through innovative approach to learning

3c. Provides foundational skills and pathways to certificate and degree students

SLO/SAO: Increase participants' graduation and transfer rates.

Participants in the SSS RISE program will complete the necessary transfer and/or associates degree requirements within 4 years of entering SSS

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - Letters of Admission

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National Student Clearinghouse
 -Matriculation Office
 -Datatel
 (Active)

Criteria: 20% of the 2011 participant cohort will complete a degree or certificate and be admitted as a transfer student to a four year institution by fall of 2015.

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

70% of newly admitted SSS participants who complete the 90-minute on-line financial literacy courses will earn a score of 75% or better in the post-course proficiency exam.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: SSS RISE is considering using a free financial literacy program offered through student financial services office.

(03/23/2018)

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

Completion:

Spring 2017

Findings:

General Norco 49.4%

SSS Rise 66.7

Improvement Recommendations

Improvement Recommendation: The SSS RISE staff will continue to run students final grades at the end of each semester and if a student had fallen below a 2.0 GPA they are being called to meet with the SSS RISE counselor for an intervention meeting

(03/23/2018)

Mapping

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1a. Service to students, community, and workforce by providing educational opportunities

2a. Provide support and encouragement through innovative approach to learning

3c. Provides foundational skills and pathways to certificate and degree students

Program Review - Student Services: SSS-RISE

SLO/SAO: Increase their knowledge about personal finances and debt management

Newly added SSS RISE participants will complete a 90-minute web based course designed to improve participants' financial literacy and personal finances

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/23/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - Financial Literacy 101 and 200 web-based post-course exam results (Active)

Criteria: 65% of newly admitted SSS participants who complete the 90-minute on-line financial literacy courses will earn a score of 75% or better in the post-course proficiency exam.

Findings/Analysis

Reporting Period: 2017 - 2018

05/01/2018

Conclusion: Criteria Met

70% of newly admitted SSS participants who complete the 90-minute on-line financial literacy courses will earn a score of 75% or better in the post-course proficiency exam.

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: Continue to offer the financial literacy online course during the SSS RISE newly admitted student orientation (05/01/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.6 - Increase success and retention rates.

Mission

2a. Provide support and encouragement through innovative approach to learning

2b. Provide support and encouragement through application of emerging technologies