Validation Review Recommendations & Responses

Commendations

No Commendations Have Been Made.

Recommendations

<table>
<thead>
<tr>
<th>Year</th>
<th>2010-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>a good report that is specific and relevant but somewhat incomplete.</td>
</tr>
<tr>
<td>Program Review</td>
<td>well written</td>
</tr>
<tr>
<td>Program review overview</td>
<td>No evening hours</td>
</tr>
<tr>
<td>Student Achievement- no response</td>
<td>Do ethnicity, age and gender have any implication for this program?</td>
</tr>
<tr>
<td>External Validation- Program Accreditation</td>
<td>No mention of accreditation</td>
</tr>
<tr>
<td>SLOs</td>
<td>The SLOs are relevant, specific, quantifiable and measurable.</td>
</tr>
<tr>
<td>Survey</td>
<td>Low return of surveys (40%) Is there a way to increase this?</td>
</tr>
<tr>
<td>It would be good to know what % of the survey respondents were satisfied. (rather than &quot;for the most part&quot;)</td>
<td></td>
</tr>
<tr>
<td>Program Outreach</td>
<td>No Response</td>
</tr>
<tr>
<td>Professional Development</td>
<td>Response in this area may belong in Program Outreach</td>
</tr>
<tr>
<td>Resources- Planning</td>
<td>No Response</td>
</tr>
<tr>
<td>Final Comments</td>
<td>In the future, Program Reviews of all areas of Student Services need to take into consideration the economic climate and the new SSS building.</td>
</tr>
<tr>
<td>-Student Services Committee - Donna Ayers, Robert Crossley &amp; Monica Moreno</td>
<td></td>
</tr>
</tbody>
</table>

Response

Response Update

Status

InProgress

Objectives

0 Objectives.

Unit Review - Mission Statement

Program Mission

Describe the purpose of the program:

Student Support Services Project provides selected participants with a supportive environment to foster educational and personal growth. Selected participants undergo a comprehensive needs assessment to identify academic deficiencies, learning style preferences, personal challenges, and economic barriers to success. A Personal Success Plan (PSP) is created for each participant through which the students and SSS staff can monitor progress toward graduation and/or transfer to a four-year institution. A comprehensive array of services including tutoring, mentoring, one-on-one counseling, supplemental instruction, and cultural activities provide SSS participants with an institutional climate promoting and facilitating their academic and personal success.

Respondent: Maricela Andrade

Unit Review - Services & Hours of Operation

Program Services & Hours of Operation

Location, days/hours:

SSS is located in the lower level of the Campus Center building. We share office space with International/Veterans Office.

Office Hours:
Population Served

Describe the population served and the trends in student characteristics and/or outcomes that may impact your unit.

SSS serves one-hundred sixty (160) including at least 2/3 (107) students who are both low income and first-generation college students or students who have disabilities, with the remaining 1/3 (53) of participants either low-income, first generation or disabled.

Unit Review - Staffing

Certificated Administrator, Faculty

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
</table>
| Christina Godinez | Community Service Teacher | 0.100| Remove
| Eustolia Ayala     | Counselor                   | 0.300| Remove

Classified Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
</table>
| Maricela Andrade | SFP-Specialist  | 1.600| Remove
| Marcel Alcala  | Program Technician| 0.475| Remove

Student Workers

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Hours/Week</th>
<th></th>
</tr>
</thead>
</table>
| Mario Juarez | Tutor IV      | 10         | Remove
| Selvia Awad  | Tutor IV      | 10         | Remove
| Daniel Estrada | Student Worker | 13.5     | Remove

Projections

Projected Retirements:
NA

Are available faculty and classified staff adequate to support the program?

All support staff meet or exceed the requirements to adequately support the program in their respective areas.

Respondent: Maricela Andrade

Unit Review - Program Outreach

Program Outreach

What standing committees does your program maintain? What are their charges and membership?
NA

What intra-college collaboration has your program been involved in during the past six years?

As an SSS Director, I attend regular Student Services Departmental meetings hosted by Vice President of student services. In addition, I also contribute to the second appeals committees meeting within the Financial Aid office. I also attend in-service counseling meetings/trainings and SFP directors meetings held quarterly. 

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

Respondent: Maricela Andrade
Unit Effectiveness - Quality & Accessibility of Services

Student Satisfaction Survey

<table>
<thead>
<tr>
<th>Survey Name</th>
<th>Data Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRIO/SSS Evaluation</td>
<td>The survey was completed by SSS participants to evaluate their overall satisfaction or lack of satisfaction of the program. The survey was completed by circling: SA=Strongly Agree, A=Agree, N=Neither Agree nor Disagree, D=Disagree, SD=Strongly Disagree. Survey included students' thoughts on the environment of the office, SSS staff's interest of the students as individuals. They were also asked how long they have been participants in the program, as well as the services that they have received from SSS and if they feel that the services have been beneficial. Finally, students had an opportunity to write their input on the types of workshops/field trips that they would like to see from SSS.</td>
</tr>
</tbody>
</table>

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

From 160 SSS participants, we received 40% of the surveys back. Students report overall satisfaction with the services that they receive from the program. We have added more workshops with various times and topics to accommodate our students.

Respondent: Maricela Andrade

Faculty/Staff Program Assessment Survey

No Survey(s) Added.

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

Does not apply.

Unit Effectiveness - SLOs

Student Service Area Outcomes

1) Outcome After the intake session, the student will be able to identify the services that are provided in the program (i.e. counseling, tutoring, workshops, field trips, and cultural events.)

2) Related ILO Information Competency

3) Assessment Method Intake

4) Results During the intake session, students were asked to identify the services that the program offered. We noticed that although some students were aware of some services, they did not know of all services available to them.

5) Implementation Plan It was decided that upon acceptance into the program, a form would be sent out to the students along with their acceptance letter. In this form, the services available are highlighted along with the programs requirements. Students are then able to sign that form and return to the office if they accept to be SSS participants.

Students will utilize technological resources for academic tasks (i.e. add/drop classes, and or view transcripts)

1) Outcome

2) Related ILO Global Awareness

3) Assessment Method Ongoing

4) Results During registration period many students make counseling appointments hoping for the counselor to help them register for classes. Others need assistance after the semester has started and need to drop a course.

5) Implementation Plan Counselor is able to guide the students through the process of using their portal to register for classes, or for any other service that they might need.

Students will demonstrate adjustment, flexibility, & adapting skills. Students attain goals in reasonable and expected time frames.

1) Outcome

2) Related ILO Ethics and Values applied to decision-making

3) Assessment Method Evaluation workshop

4) Results A counseling session is scheduled as a follow up from the workshop to understand how the student is implementing the information into their academic lifestyle.
They were also asked how long they have been participants in the program, and adequate?

Both discussed the positive and negative aspects of their goals and how they would improve, if goal was not met.

This objective will be measured by reviewing graduation data and participants files.

4. Improve Student Success

Students will be able to examine and identify a primary educational goal and specific requirements needed to reach the stated educational goal from receiving counseling.

Program Technician

This will be measured by regular monitoring of participants' GPAs at the end of each academic semester.

External Accountability

Program Weaknesses

The program usually requests facilities when workshops are offered.

Unit Effectiveness - Human Resources

Professional Development

<table>
<thead>
<tr>
<th>Name/Status</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maricela-Director</td>
<td>Conferences</td>
</tr>
<tr>
<td></td>
<td>Off-Campus Presentations</td>
</tr>
<tr>
<td></td>
<td>On-Campus Presentations</td>
</tr>
</tbody>
</table>

Professional Development Needs

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.

NA

Respondent: Maricela Andrade

Unit Effectiveness - Facilities & Equipment

Facilities & Equipment

Is space and equipment currently assigned to your unit adequate to support the needs of the service area? Please explain?

The SSS office is located in the lower level of the Campus Center building. The program currently shares office space with International/Veterans Office. In addition, they also have access to a writing & reading lab in the Learning Resource Center (LRC) where tutors are on duty. For individual counseling sessions, the counselor meets with the participant in a private counseling office. The ground floor of the LRC houses the all-campus computer labs with 178 computer stations available for student use. In addition, there are three educational training rooms with 33, 33, and 45 computer stations respectively.
All other facilities at LAMC are available to SSS on the same basis as other institutional units: classroom buildings, staff and student lounges, recreational facilities, cafeteria, computer commons, bookstore, administrative offices, and meeting/conference rooms. LAMC SSS participants have access to the Library/Learning Center including the computer facilities with Internet access, and e-mail. All SSS facilities are, in compliance with the Americans with Disabilities Act (ADA), the General Education Provisions Act (GEPA), and section 504 of the 1973 Rehabilitation Act accessible to persons with disabilities.

Does the program regularly utilize general campus facilities? Are they available and adequate?

The program usually requests facilities when workshops are offered. Workshops are offered to participants about 5-6 times a month. As of now, locations has been accessible when needed.

Respondent: Maricela Andrade

External Accountability - Advisory/Oversight Committee

Advisory / College Oversight Committee

<table>
<thead>
<tr>
<th>Member</th>
<th>Affiliation</th>
<th>Title</th>
<th>Meeting Frequency</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maricela Gutierrez</td>
<td>LAMC</td>
<td>Coordinator</td>
<td>Month</td>
<td>Remove</td>
</tr>
<tr>
<td>Marisol Alcala</td>
<td>LAMC</td>
<td>Program Technician</td>
<td>Month</td>
<td>Remove</td>
</tr>
</tbody>
</table>

Respondent: Maricela Andrade

Meetings

List the Date and Membership of your Advisory Board:

No Meetings Added

Reminder: Keep copies of your Minutes for audit purposes.

Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

From the previous meetings, it has been recommended for new workshops to be designed that would be relevant to student’s interest. Director has begun collaborating with Counselor and English tutors for new workshop topics. Members have also discussed student retention and new students in SSS. Staff members will continue to monitor grades each semester and contact students for counseling appointments when they get non-passing grades. A mid-report will also be distributed to each student for them to have instructors sign off and give them feedback on their in class status.

External Accountability - Compliance Status

Accreditation or Compliance Status

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies?

What is the program’s accreditation status?

The Student Support Services (SSS) program is a federally funded program by the U.S. Department of Education granted to LAMC from 2010 to 2015. Under federal guidelines, the SSS Program complies with the legislation and rules and regulations per EDGAR (Education Department General Administrative Regulations) and the OMB (Office of Management and Budget) Circulars A-21, A-87, A-102, A-110, and A-122. In addition, the SSS office at LAMC has the responsibility to submit an Annual Performance Report (APR) due at the end of the year, during the duration of the grant.

Respondent: Maricela Andrade

Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review

N/A

Planning Assumptions & Assessment
Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your unit during the next 3 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

Respondent: NA

Self-Assessment of Challenges Facing Program

Please present the unit’s analysis of the challenges it will face over the next 3 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

Respondent: NA

Supplemental Material

No Supplemental File(s).

Objectives & Resources

Objective

<table>
<thead>
<tr>
<th>Objective: Increase persistence, graduation, &amp; transfer rates</th>
<th>Related Goal Area: 4. Improve Student Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual(s) Responsible:</td>
<td>Period: 9/1/2010 - 8/1/2011</td>
</tr>
<tr>
<td>Activity: 20% of new participants served each year will graduate with an associate’s degree or certificate within four (4) years. 15% of new participants served each year will transfer with an associate’s degree or certificate within four (4) years.</td>
<td>Expected Outcome and Measure: This objective will be measured by reviewing graduation data and participants files.</td>
</tr>
<tr>
<td>Assessment: Approximately, 42 SSS participants (26%) graduated and/or transferred.</td>
<td></td>
</tr>
</tbody>
</table>

Objective

<table>
<thead>
<tr>
<th>Objective: Good Academic Standing Rate (2010-2011)</th>
<th>Related Goal Area: 4. Improve Student Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual(s) Responsible:</td>
<td>Period: 9/1/2010 - 8/1/2011</td>
</tr>
<tr>
<td>Activity: 60% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution.</td>
<td>Expected Outcome and Measure: This will be measured by regular monitoring of participants’ GPAs at the end of each academic semester.</td>
</tr>
<tr>
<td>Assessment: There were 93% of SSS participants who achieved good academic standing within the reporting period.</td>
<td></td>
</tr>
</tbody>
</table>

Objective

<table>
<thead>
<tr>
<th>Objective: Increase the retention and graduation rates of eligible students</th>
<th>Related Goal Area: 4. Improve Student Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual(s) Responsible:</td>
<td>Period: 9/1/2010 - 8/1/2011</td>
</tr>
<tr>
<td>Activity: 45% of all participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.</td>
<td>Expected Outcome and Measure: It will be measured by a review of student data files and registration rosters for the campus.</td>
</tr>
<tr>
<td>Assessment: 89.8% of SSS participants persisted from one academic year to the beginning of the next academic year.</td>
<td></td>
</tr>
</tbody>
</table>

2012-2013 Student Support Services Funding Resources

<table>
<thead>
<tr>
<th>Category</th>
<th>FTE</th>
<th>Total Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel (Adjunct)</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Personnel (Misc E-E Bnfts/Classified/Unclassified)</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Personnel (Certificated)</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Supplies/Printing/Postage</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Equipment</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>$0</td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td>$0</td>
<td></td>
</tr>
</tbody>
</table>
Final Summary

Summary

Based on your program review, summarize:

Program Strengths - What is your program doing well?

The strength of the program remains to be individualized attention. Students go through an extended counseling session where the SSS counselor reviews his/her entire academic history. The follow up sessions consist of career and transfer goals. Individualized tutoring has also been a major strength with SSS. The program continues to actively service 160 students.

Program Weaknesses - What areas can your program improve?

The area that needs most improvement lies in the turnouts for field trips. As a result, field trips will be scheduled in the summer and/or winter instead of providing them every semester.

Discuss anything else you would like to share about your program that has not been addressed.

The funding for this cycle runs from September 1, 2010- August 31, 2015.

Respondent: Maricela Andrade

Recommendations

Validation Review

Submit Program Review

For continuous improvement, Program Review Team takes your suggestions seriously. Please tell us which screen name(s) you would like to improve or change and how to make those changes or improvements.

Program Review has been completed for this Unit.