

# Support Services Review Update Template

Suggested template for SSR annual update submission

Update Year: 2012

Unit Name:

Bridge and Supplemental Instruction

Today's Date: March 1, 2012

Unit Review Leader:

Mary Gilmer

**Data Update:** (Please enter and update information)

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
<b>Completion rates of students who attend SI compared to students who did not attend SI.</b>	<b>A focus on offering SI in Gateway courses.</b>	<b>Datatel report</b>	<b>66% for Ss who attended SI. 51% for Ss not attending SI.</b>	Click here to enter text.	<b>Fall 2011 is the baseline for the new focus.</b>
<b>Outreach and Attendance for SI</b>	Click here to enter text.	<b>SI leader sign in sheets</b>	<b>523 students 3026 contact hours</b>	Click here to enter text.	<b>Fall 2011 is the baseline for the new focus.</b>
<b>Outreach for Bridge- number of students registered</b>	Click here to enter text.	<b>Bridge enrollment</b>	<b>301 students (summer 2010)</b>	<b>15% increase in enrollment</b>	<b>208 students (summer 2011)</b>
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

Enter the information from last year's report into the corresponding fields and fill in the updates

**Narrative Update:** (Please supply a narrative explanation on the progress of your improvement)

Supplemental Instruction:

New baseline data was required for Supplemental Instruction because of the new focus on Gateway courses. The majority of sections supported by Supplemental Instruction are middle level of developmental math. Participation by students in this course has been varied since it was not a course that was primarily supported prior to Fall 2011 when the five year plan began. The number of students attending SI sessions is comparable to the number who have attend in the past, although the success rate is a little lower with the new focus. (69% compared to 66% with

# **Support Services Review Update Template**

the new focus.) The goal is now to increase the numbers of students attending SI as well as the numbers of contact hours. If we can increase the number of students attending SI on a regular basis, the success rates should increase.

## College Bridge:

The college bridge program was moved from “Community Programs” to the new “Teaching and Learning Center” in the continuing education catalog online and printed version. This caused the bridge programs to be listed at the bottom of the catalog rather than at the top when listed under “Community Programs”. This seriously impacted the ability to find the program courses, and dropped the enrollment 33%. Bridge Programs are still listed under “Teaching and Learning Center”, however there is a subcategory of Bridge programs. Additionally, Bridge programs were given a banner ad on the continuing education newly designed home page. Hopefully, this will help increase awareness in the bridge courses. A continued effort to get a bridge “specialist” advisor or counselor at each campus should help as well.