

Support Services Review Template

Update Year: 2012

Unit Name: Student Services Pinnacle Campus

Today's Date: June 19, 2012

Unit Review Leader: George Reyes

Five Fundamental Questions

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?

Advising of New Students, Academic, Career and Crisis Counseling, Disability Services, Academic Assessment of College Readiness (Texas Success Initiative), Distance Learning Counseling, Testing Center, Student Support Services, Identified Foster Care Alumni advising.

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next five years?

STRENGTHS:

Student Resources -- 13 votes

- Resourceful support center
- Learning Lab well staffed very helpful & knowledgeable
- Diversity of services available for students that utilize student services at PIN
- Array of services to support the whole students
- OSD students goals and personal strengths are taken into account and respected when advising on subjects
- Financial aid dedicated to helping find funds for students
- Good resource for students struggling with life situations

Technology Advances -- 10 votes

- Registration success guide
- Online graduation application
- Online withdrawals
- Wait list courses
- No telephone registration
- Online transcript ordering
- Students can access email before advising

Individualized Attention – 6 votes

- Helpful concerned about students' success
- Servicing high volume of students needing advising/counseling at PIN.
- Meets high demand of general information questions and needs for ACC students for Fall/Spring
- Case management approach
- 1/3 of ASP students move to good standing for Fall 2011

Campus Procedures – 6 votes

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- Ability to service high volume of students during ACC peak period registration times
- High number of TSI specific issues being addressed for fall/spring
- Processing schedule change forms on campus (more convenient, more quicker)
- Comprehensive orientation
- Excellent resource for first-time students

WEAKNESSES

Communication Breakdown -- 11 votes

- Knowing crosswalk opportunities lacking, sharing information, cross training
- Online updates need to be updated quicker!
- Campus communication
- Informing students of new legislation that will affect them
- Orientation process not currently required for “older” population/returning students to be informed of new procedures

Student Retention and Academic Success -- 11 votes

- Large number of ASP students on academic suspension
- Need more students achieving for scholastic excellence
- Too many students with suspension ASP
- Reports of students being misplaced or misadvised
- Systematic interventions for struggling students

Lack of Resources -- 8 votes

- Need more staff during peak times
- Lack of space for activities, etc.
- Uniform, college-wide hours of operation

Financial Issues -- 5 votes

- Too short – extend period to set-up a payment plan
- Tuition costs especially out-of-district

OPPORTUNITIES

Creating and Supporting College-Going Culture -- 15 votes

- Emphasis on P-16 Initiatives
- Reach out to all students in lower grades – elementary/middle school levels
- Expanding the reach of ECS, College Connection and ECHS programs
- Develop career centered programs
- National spotlight on Community Colleges
- Additional districts campuses are being built to meet demands

Technology to Increase Accessibility -- 11 votes

- More week end classes
- More online courses
- Pervasive social media
- Teach staff how to use social media to communicate with specific student population
- Require all instructors to post syllabus online

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Streamlining Processes --9 votes

- Require less paperwork for students
- Simplify ACC enrollment steps
- Require staff to add notes on DATATEL
- Get rid of “ROADMAP” on online enrollment steps
- New methods of instruction (Math Emporium NCAT)
- Develop a system of awarding AAS, AS, AA degrees to students who transfer to 4 year schools

THREATS

Widening Gap B/W Demand & Resources -- 19 votes

- Lack of Financial Aid Resources
- Increasing Cost of Higher Education
- Lack of Funds
- Increased Demand for Services
- Strict Retention Efforts
- Increase of For-profit Colleges
- Low Student Enrollments

Ever-Changing Expectations --16 votes

- Ever-changing Student Need
- Students with High Expectations
- Saying Yes too Much (Late Adds, etc.)
- Treating ACC like a “Best Buy”
- Helicopter Parenting

3. Using the answers to the first two questions, what improvements to primary services and/or intended outcomes will occur during the next five years?

Given the identified weakness of student retention and academic success (systematic intervention for struggling students), the lack of resources (need more staff during peak times) and the opportunity of streamlining processes (simplify ACC enrollment steps), the Pinnacle Student Services unit will improve the advising process by utilizing a comprehensive group advising process. This process will focus on students who assess in two or more academic areas (Reading, Writing, and Math) demonstrating a lack of college readiness. Students will be identified through the college assessment process and will have group advising session including a semester registration at the completion of the session.

4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Ability to serve students	Increase the number of student advised during	e-intake record of all students	The 5 weeks identified as Fall 2011 peak registration e-	5% increase in the number of students served	1638 students

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during a peak registration period with adequate staff.	peak registration	advised during the peak registration period.	intake report	each year	
Simplify ACC enrollment steps	Provide a consistent message for new student entering ACC and streamline advising process for underprepared student.	Students assessment scores that indicate lack of college readiness in two or more academic areas (Reading, Writing, and Math) identified by Pinnacle Assessment staff.	Number of students advised through group advising process for Fall 2012 peak registration.	120 students group advised each peak registration period	0

5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?

The planned improvement will address the Mission of Austin Community College by improving student success and affordable access to higher education and specifically address a process to enroll students in foundation programs to gets students college ready.