

# Non-instructional Support Services Review Template

Supplemental  
Instruction and College  
Bridge

Unit Name:

Mary Gilmer

Unit Review Leader:

Today's Date: 11/25/2013

## 1 Unit Description

*Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.*

### 1.1 What is your Mission?

(What is the purpose of the unit? What do you do?)

The primary service of the Supplemental Instruction program is to provide an additional support, in the form of peer-led study groups, for students in traditionally difficult courses with high non success rates. The impact of the SI program is that students who attend SI succeed at higher rates than students who do not attend SI sessions. Students also receive course grades as much as one letter grade higher (half a letter grade higher on average). SI is offered at no charge to the student as are most other student services. Other key stakeholders include the faculty supported by SI, since their student retention rates are higher. What this means for the college? When students attend SI, they have a higher likelihood of succeeding in gateway courses. The primary purpose of the Bridge program is to provide assistance to students on the college assessment exams.

The primary service of the College Bridge program is to provide educational assistance to the students who do not score high enough on the college placement assessments to place into college level courses. For the students who score just below the cut off test scores for a particular developmental course, the bridge program provides instruction to assist students in refreshing their knowledge to place into the next higher course. For the students who are not close to the next higher level, the bridge class serves as a review to help the student to understand the material better, and earn a higher grade in the developmental course where he was placed on the college placement assessment. Students who register and complete bridge classes, are better prepared to be successful in the current or next level class. The Bridge Program supports the goals of the Student Success Initiative to get students into college level classes sooner.

# Non-instructional Support Services Review Template

## 1.1.1 How does the mission of the unit support the mission of the college?

The Bridge program is an instructional program intended to help underprepared students. The SI program assists students in the difficult courses who desire extra assistance. The planned improvements in the Bridge program and the SI Program will help support part [d] of the college mission "Special instructional programs and tutorial service to assist underprepared students and others who wish special assistance to achieve their educational goals." With the proposed enhancements, more students will be helped, and students will be better prepared to succeed in their final college goals.

The intended outcomes of the Bridge program will support the intended outcomes of the college, specifically [5c and f]. "Student performance that meets or exceeds established goals based on State and/or national benchmarks in the following areas: [c] College retention and program completion of students, including developmental students; [f] Successful transition from developmental to college-level courses". More students will be retained, and will move into college level courses. While the enhancements to the SI program meet the above intended outcomes, the SI program also supports the intended outcome of the college [2], helping the students to become active learners.

# Non-instructional Support Services Review Template

## 1.2 Please tell us who you serve.

(Faculty, staff, external partners, distance learning, students, etc.)

The primary service of the Supplemental Instruction program is to provide an additional support, in the form of peer-led study groups, for students in traditionally difficult courses. SI is not currently involved in assisting students in distance learning classes. The Bridge program supports students in preparation for the assessment exams, and students in need of review in particular developmental areas.

## 1.3 What services or products does the unit provide?

The primary service of the Supplemental Instruction program is to provide an additional support, in the form of peer-led study groups, for students in traditionally difficult courses with high non success rates. The impact of the SI program is that students who attend SI succeed at higher rates than students who do not attend SI sessions. Students also receive course grades as much as one letter grade higher (half a letter grade higher on average). SI is offered at no charge to the student as are most other student services. Other key stakeholders include the faculty supported by SI, since their student retention rates are higher. What this means for the college? When students attend SI, they have a higher likelihood of succeeding in gateway courses. The primary purpose of the Bridge program is to provide assistance to students on the college assessment exams.

The primary service of the College Bridge program is to provide educational assistance to the students who do not score high enough on the college placement assessments to place into college level courses. For the students who score just below the cut off test scores for a particular developmental course, the bridge program provides instruction to assist students in refreshing their knowledge to place into the next higher course. For the students who are not close to the next higher level, the bridge class serves as a review to help the student to understand the material better, and earn a higher grade in the developmental course where he was placed on the college placement assessment. Students who register and complete bridge classes, are better prepared to be successful in the current or next level class. The Bridge Program supports the goals of the Student Success Initiative to get students into college level classes sooner.

### 1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

Students who attend SI study sessions succeed at higher rates than students who do not attend the SI study sessions. In Fall 2012, the success rates for students who attended SI sessions was 66% compared to the 51% success rate for the students who did not attend SI in the same semester.

# Non-instructional Support Services Review Template

## 1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

### Board Policy A-1 Intended Outcomes

#### Student Success Initiatives

- SSI1 *Increase persistence (term-to-term & fall to fall)*
- SSI2 *Complete developmental and adult education course progression to credit courses*
- SSI3 *Increase completion of all attempted courses with a "C" or better*
- SSI4 *Increase degree/certificate graduates and transfer rates*
- SSI5 *Increase success equity across all racial/ethnic/gender/income groups*

#### Institutional Effectiveness

- IE1 *Balanced instructional offerings among the College's mission elements;*
- IE2 *A teaching and learning environment that encourages students to be active, life-long learners;*
- IE3 *Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;*
- IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;*
- IE5 *Job placement from career workforce programs into family-wage careers;*
- IE6 *Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.*

Goal #	Unit Goal (description)	Board Policy A-1										
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
	<b>Example goal:</b> <i>Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>											
UG1	<i>The Supplemental Instruction program provides an additional support, in the form of peer-led study groups, for students in traditionally difficult courses with high non success rates.</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG2	<i>The College Bridge program provides assessment preparation opportunities to the students who do not score high enough on the college placement assessments to place into college level courses.</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Non-instructional Support Services Review Template

Goal #	Unit Goal (description)	Board Policy A-1											
UG5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

➤ this table will link to other areas in this report

➤ If you need more space than this table allows, contact OIEA for a separate form.

# Non-instructional Support Services Review Template

## 1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	<b>Example goal:</b> Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.		<b>Example outcome:</b> Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .		<b>Example measure:</b> Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.
UG1	The Supplemental Instruction program provides an additional support, in the form of peer-led study groups, for students in traditionally difficult courses with high non success rates.	UO1.1	Our goal is to increase student success rates in specific gateway courses, by adding more	UM1.1.1	2% increase fall to fall (students)
				UM1.1.2	
		UO1.2	Increase the number of contact hours of students attending SI sessions.	UM1.2.1	2% increase fall to fall (students and contact hours)
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	The College Bridge program provides assessment preparation opportunities to the students who do not score high enough on the college placement assessments to place into college level courses.	UO2.1	Workshops- Increase the number of students who attend Bridge workshops	UM2.1.1	Increase numbers of students enrolling in bridge by 5%
				UM2.1.2	
		UO2.2	Bridge classes- increase the number of students who attend bridge classes and retest on college placement exams.	UM2.2.1	Increase number of students retesting by 5%
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

# Non-instructional Support Services Review Template

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	0	U03.1		UM3.1.1	
				UM3.1.2	
		U03.2		UM3.2.1	
				UM3.2.2	
		U03.3		UM3.3.1	
				UM3.3.2	
		U03.4		UM3.4.1	
				UM3.4.2	
		U03.5		UM3.5.1	
				UM3.5.2	
UG4	0	U04.1		UM4.1.1	
				UM4.1.2	
		U04.2		UM4.2.1	
				UM4.2.2	
		U04.3		UM4.3.1	
				UM4.3.2	
		U04.4		UM4.4.1	
				UM4.4.2	
		U04.5		UM4.5.1	
				UM4.5.2	
UG5	0	U05.1		UM5.1.1	
				UM5.1.2	
		U05.2		UM5.2.1	
				UM5.2.2	
		U05.3		UM5.3.1	
				UM5.3.2	
		U05.4		UM5.4.1	
				UM5.4.2	
		U05.5		UM5.5.1	
				UM5.5.2	

➤ this table will link to other areas in this report

➤ If you need more space than this table allows, contact OIEA for a separate form.

# Non-instructional Support Services Review Template



# Non-instructional Support Services Review Template

# Non-instructional Support Services Review Template

## 2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	<b>Example unit measure:</b> <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>					
UM1.1.1	<i>2% increase fall to fall (students)</i>	523.00	625.00			UO1.1
UM1.1.2	<i>0</i>					UO1.1
UM1.2.1	<i>2% increase fall to fall (students and contact hours)</i>	3026.00	3435.00			UO1.2
UM1.2.2	<i>0</i>					UO1.2
UM1.3.1	<i>0</i>					UO1.3
UM1.3.2	<i>0</i>					UO1.3
UM1.4.1	<i>0</i>					UO1.4
UM1.4.2	<i>0</i>					UO1.4
UM1.5.1	<i>0</i>					UO1.5
UM1.5.2						UO1.5
UM2.1.1	<i>Increase numbers of students enrolling in bridge by 5%</i>	301.00	205.00			UO2.1
UM2.1.2						UO2.1
UM2.2.1	<i>Increase number of students retesting by 5%</i>					UO2.2
UM2.2.2	<i>0</i>					UO2.2
UM2.3.1						UO2.3
UM2.3.2						UO2.3
UM2.4.1						UO2.4
UM2.4.2						UO2.4
UM2.5.1						UO2.5
UM2.5.2						UO2.5
UM3.1.1						UO3.1
UM3.1.2						UO3.1
UM3.2.1						UO3.2
UM3.2.2						UO3.2
UM3.3.1						UO3.3

# Non-instructional Support Services Review Template

Measure # <small>(linked from 1.3.2)</small>	Unit Measure (description) <small>(linked from 1.3.2)</small>	Unit Baseline data <small>(for the unit measure)</small>	Unit Current Data <small>(for the unit measure)</small>	Unit Target data <small>(for the unit measure)</small>	Unit Current Status <small>(% of target data)</small>	Outcome # <small>(linked from 1.3.2)</small>
UM3.3.2						U03.3
UM3.4.1						U03.4
UM3.4.2						U03.4
UM3.5.1						U03.5
UM3.5.2						U03.5
UM4.1.1						U04.1
UM4.1.2						U04.1
UM4.2.1						U04.2
UM4.2.2						U04.2
UM4.3.1						U04.3
UM4.3.2						U04.3
UM4.4.1						U04.4
UM4.4.2						U04.4
UM4.5.1						U04.5
UM4.5.2						U04.5
UM5.1.1						U05.1
UM5.1.2						U05.1
UM5.2.1						U05.2
UM5.2.2						U05.2
UM5.3.1						U05.3
UM5.3.2						U05.3
UM5.4.1						U05.4
UM5.4.2						U05.4
UM5.5.1	0					U05.5
UM5.5.2	0					U05.5

# Non-instructional Support Services Review Template

<b>Measure #</b> (linked from 1.3.2)	<b>Unit Measure (description)</b> (linked from 1.3.2)	<b>Unit Baseline data</b> (for the unit measure)	<b>Unit Current Data</b> (for the unit measure)	<b>Unit Target data</b> (for the unit measure)	<b>Unit Current Status</b> (% of target data)	<b>Outcome #</b> (linked from 1.3.2)
---	--	---	--	---	--	---

2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

## Non-instructional Support Services Review Template

### 3 Improvement Plan

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	<i>Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>			<i>Example: Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.</i>			
OB1.1	Increase the number of gateway courses supported by SI up to 20% of the sections offered.	Success rates of students in SI will be compared to students who do not attend SI sessions to make sure that the quality of service does not diminish. Additionally, more sections will be included each year. (Percent of selected gateway courses)	20.00		Challenges: space constraints, qualified candidates, and faculty support		UO1.1	Our goal is to increase student success rates in specific gateway courses, by adding more gateway sections to the courses supported by SI.
OB1.2	Train faculty on benefits of SI, and assist SI leaders on marketing SI techniques.	Keep attendance accounts and compare the number of student contacts hours from Fall to Fall.	3026.00				UO1.2	Increase the number of contact hours of students attending SI sessions.
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1	Increase marketing- posters, flyers, etc.	Keep enrollments counts (students)	301.00				UO2.1	Workshops- Increase the number of students who attend Bridge workshops
OB2.2	Train faculty on the need to retest, and how to encourage students to retest.	Verify counts of students who retested. (New Measure 2013)	0.00				UO2.2	Bridge classes- increase the number of students who attend bridge classes and retest on college placement exams.
OB2.3							UO2.3	
OB2.4							UO2.4	

## Non-instructional Support Services Review Template

<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure</b>	<b>Objective Baseline data</b>	<b>Objective Target data</b>	<b>Opportunity or challenges identified</b>	<b>Responsible person</b>	<b>Related Unit Outcome #</b>	<b>Related Unit Outcome</b>
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5							UO5.5	0

## Non-instructional Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
-------------	---------------------------	-------------------	-------------------------	-----------------------	--------------------------------------	--------------------	------------------------	----------------------

3.2 Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES  NO

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

# Non-instructional Support Services Review Template

## 3.3 Objectives and Key Strategies with Timeline and Costs

➤ (NO more than 3 strategies for each objective (improvement))

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1					\$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2					\$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					\$ 20,000	OB1.1	
OKS1.1.1	Offer 20-25 additional sections of SI each semester.	annually	18-25 spaces at each campus (1.5 hours- 2 days per week at beneficial times.)	20 additional SI leaders per semester			\$ 48,000	OB1.1	Increase the number of gateway courses supported by SI up to 20% of the sections offered.
OKS1.1.2									
OKS1.1.3									
OKS1.2.1	Invite faculty to attend SI leader training at the beginning of the semester.	Every year	None additional	None additional	None additional	None additional	\$ -	OB1.2	Train faculty on benefits of SI, and assist SI leaders on marketing SI techniques.
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1									



## Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS1.4.2								OB1.4	
OKS1.4.3									
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1	Work with marketing to create more inhouse marketing.	summer 2013	None additional	None additional	None additional	None additional	\$ -	OB2.1	Increase marketing-posters, flyers, etc.
OKS2.1.2									
OKS2.1.3									
OKS2.2.1	Hold training for faculty for Bridge	May-13	Classroom space (one day- 2 hours)	None additional	None additional	None additional	\$ 60	OB2.2	Train faculty on the need to retest, and how to encourage students to retest.
OKS2.2.2									
OKS2.2.3									
OKS2.3.1								OB2.3	
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1								OB2.5	
OKS2.5.2									

# Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS2.5.3									
OKS3.1.1								OB3.1	0
OKS3.1.2									
OKS3.1.3									
OKS3.2.1								OB3.2	
OKS3.2.2									
OKS3.2.3									
OKS3.3.1								OB3.3	
OKS3.3.2									
OKS3.3.3									
OKS3.4.1								OB3.4	
OKS3.4.2									
OKS3.4.3									
OKS3.5.1								OB3.5	
OKS3.5.2									
OKS3.5.3									
OKS4.1.1								OB4.1	
OKS4.1.2									
OKS4.1.3									
OKS4.2.1									

# Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS4.2.2								OB4.2	
OKS4.2.3									
OKS4.3.1								OB4.3	
OKS4.3.2									
OKS4.3.3									
OKS4.4.1								OB4.4	
OKS4.4.2									
OKS4.4.3									
OKS4.5.1								OB4.5	
OKS4.5.2									
OKS4.5.3									
OKS5.1.1								OB5.1	0
OKS5.1.2									
OKS5.1.3									
OKS5.2.1								OB5.2	
OKS5.2.2									
OKS5.2.3									
OKS5.3.1								OB5.3	
OKS5.3.2									
OKS5.3.3									

## Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

# Non-instructional Support Services Review Template

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs <small>(details)</small>	Related Staffing Needs <small>(details)</small>	Related Equip/Tech Needs <small>(details)</small>	Other Related Needs <small>(details)</small>	Total costs	<i>Related Objective</i> <small>(Improvements)</small>	<i>Related Objectives</i> <small>(Improvements)</small>
--------------------------	------------------------	----------	--	--	--	---	-------------	---	--

3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

Counting the number of students and contact hours involved will determine if more students have participated. This will additionally help set future goals for SI and Bridge.

3.5 Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

Illucian data will give up the enrollemnt data for the Bridge classes. This will be gathered by the SI/Bridge staff. For SI attendance, attendance data is collected every session and tallied by the SI staff. After the semester ends, a data call program is run and students who have attended SI are compared with students who have not attended SI in the same classes. Additionally, TIPS is used to compare SI results with all students in gateway courses.

# Non-instructional Support Services Review Template

## 4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

### 4.1 Evaluation of Implemented Objectives

(some data linked to table 3.1)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	Increase the number of gateway courses supported by SI up to 20% of the sections offered.	Success rates of students in SI will be compared to students who do not attend SI sessions to make sure that the quality of service does not diminish. Additionally, more sections will be included each year. (Percent of selected gateway courses)	20.00	0.00	0.00	#DIV/0!	UO1.1
OB1.2	Train faculty on benefits of SI, and assist SI leaders on marketing SI techniques.	Keep attendance accounts and compare the number of student contacts hours from Fall to Fall.	3026.00	3435.00	0.00	#DIV/0!	UO1.2
OB1.3	0	0	0.00		0.00	#DIV/0!	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1	Increase marketing- posters, flyers, etc.	Keep enrollments counts (students)	301.00	205.00		#VALUE!	UO2.1
OB2.2	Train faculty on the need to retest, and how to encourage students to retest.	Verify counts of students who retested. (New Measure 2013)	0.00			#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5
OB3.1	0					#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2

## Non-instructional Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5	0					#VALUE!	UO5.5

# Non-instructional Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
-------------	---------------------------	--	-------------------------	------------------------	-----------------------	-------------------------------	----------------------

4.2 Briefly summarize the degree to which the targets were met.

➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

For Supplemental Instructions, we know that the students who attend SI succeed at higher rates than the students who do not attend SI. I modified the initiative one based on the evaluation from last year. The goal of increasing completion rates of students who attend SI was essentially a focus on offering SI to more students by increasing the number of sections offered in Gateway courses as set out in the 5 year plan. With this basis, it makes sense to see that more students are succeeding with SI. Therefore, initiative one was modified to include the number of students who have been successful in the fall semester. As you can see, there was a 19.5% increase in the number of students who attended SI, so more students were included in the group of students with a 68% success rate. Initiative 2, a 16.5% increase in the number of students who attended SI sessions since the baseline semester of fall 2011, and a 13.5 % increase in the number of session visits. The target goal of 2% was added based on the evaluation of the SSR update last year. There was not a target goal listed. For Initiative 3, increased attendance in College Bridge. This goal was not met last year, and was not an improvement. The narrative from last year also did not describe this as in improvements. And this year, enrollment fell by 3 students. The bridge "specialist" advisor at each campus did not work to increase enrollment. This year, I am working with Marketing to increase outreach to the potential bridge students. We have also added a Reading workshop and a writing workshop based on the requirements from THECB that assessment preparation will be phased in. We are working ahead of the required timeframe in order to create the best workshops possible. For Supplemental Instructions, we know that the students who attend SI succeed at higher rates than the students who do not attend SI. I modified the initiative one based on the evaluation from last year. The goal of increasing completion rates of students who attend SI was essentially a focus on offering SI to more students by increasing the number of sections offered in Gateway courses as set out in the 5 year plan. With this basis, it makes sense to see that more students are succeeding with SI. Therefore, initiative one was modified to include the number of students who have been successful in the fall semester. As you can see, there was a 19.5% increase in the number of students who attended SI, so more students were included in the group of students with a 68% success rate. Initiative 2, a 16.5% increase in the number of students who attended SI sessions since the baseline semester of fall 2011, and a 13.5 % increase in the number of session visits. The target goal of 2% was added based on the evaluation of the SSR update last year. There was not a target goal listed. For Initiative 3, increased attendance in College Bridge. This goal was not met last year, and was not an improvement. The narrative from last year also did not describe this as in improvements. And this year, enrollment fell by 3 students. The bridge "specialist" advisor at each campus did not work to increase enrollment. This year, I am working with Marketing to increase outreach to the potential bridge students. We have also added a Reading workshop and a writing workshop based on the requirements from THECB that assessment preparation will be phased in. We are working ahead of the required timeframe in order to create the best workshops possible.



# Non-instructional Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
--------------------	----------------------------------	---	--------------------------------	-------------------------------	------------------------------	--------------------------------------	-----------------------------

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

The outcomes for SI have been met for the current year. We should reach the until goal within the 5 year scale up plan. We will continue to measure the results to ensure quality and increases. Unfortunately, the bridge program goals have not been met, and continue to decline. We will modify the goals and improvements in order to meet the program goal. This year, additional marketing will be done, we will work with the marketing program again in order to come up with new ideas to gain enrollments, and continue to train advisors on bridge success. Additionally, we will add the libraries to the marketing outreach.

# Non-instructional Support Services Review Template

<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
--------------------	----------------------------------	---	--------------------------------	-------------------------------	------------------------------	--------------------------------------	-----------------------------

4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.

As for the impact on the college mission, as mentioned in the initial report, both the bridge and the SI programs have the goal of college retention and program completion. We meet part [d] of the college mission and parts [5c and 5f] of the intended outcomes of ACC. Both programs meet SSI goal 2, and SI supports SSI goal 3.