Non-instructional Support Services Review Template

Unit Name: Northridge Student Services

Unit Review Leader: Wade Bradfute

Today's Date: 10/31/2013

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?)

Provide exemplary programs that support the teaching/learning process and increase opportunities for students to define and reach their educational and career goals.

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

Northridge Student Services mission mirrors the college's mission of "A continuing program of counseling and advising designed to assist students in achieving their individual educational and occupational goals." Student Services facilitates the intended outcomes of the college's mission, including:

1. Increase persistence (term-to-term & fall to fall)
2. Complete developmental and adult education course progression to credit courses
3. Increase completion of all attempted courses with a "C" or better
4. Increase degree/certificate graduates and transfer rates
5. Increase success equity across all racial/ethnic/gender/income groups

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1.2   Please tell us who you serve.
        (Faculty, staff, external partners, distance learning, students, etc.)

Northridge Student Services provides Counseling, Advising, Testing, Assessment, Disability Services (OSD), and Student Conduct services. Students, both in class and distance learning, are who we primarily serve, however secondary services are provided to academic faculty and staff.

1.3   What services or products does the unit provide?

Northridge Student Services provides Counseling, Advising, Testing, Assessment, Disability Services (OSD), and Student Conduct services.

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

The primary services have a direct impact on student success and faculty's classroom environment by increasing student retention, decreasing student withdrawals, increasing student success in their courses.

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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										
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
UG1	*Develop and coordinate exemplary student advising and counseling programs to increase opportunities for students to define and reach their educational and career goals.*	☑	☑	☑	☑	☑	☑	☑	☑	☐	☐	☐
UG2	*Develop and coordinate exemplary programs in the Office of Students with Disabilities.*	☑	☐	☑	☐	☑	☑	☐	☑	☐	☐	☐
UG3		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG4		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
UG5		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

➢ *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.*

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1.3.2   What are Unit Outcomes and Unit Measures?

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*		**Example outcome:** *Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .*		**Example measure:** *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*
UG1	*Develop and coordinate exemplary student advising and counseling programs to increase opportunities for students to define and reach their educational and career goals.*	UO1.1	*Maintain a streamlined registration and advising/counseling process.*	UM1.1.1	*Measure efficiency by annually reporting percentages of students reporting waiting less than 30 minutes.*
				UM1.1.2	
		UO1.2	*Provide academic advising information that meets student's needs.*	UM1.2.1	*Measure performance by reporting student satisfaction ratings of "Agree" or "Strongly Agree" on a student point-of-service survey question "Staff person was professional and helpful".*
				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	*Develop and coordinate exemplary programs in the Office of Students with Disabilities.*	UO2.1	*Provide services that facilitate and support academic success of students with disabilities.*	UM2.1.1	*Measure success by reporting student satisfaction ratings of "Agree" or "Strongly Agree"on a student point-of-service survey question "Did the services you receive meet your needs?".*
				UM2.1.2	
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
		UO2.5		UM2.5.1	
				UM2.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3		UO3.1		UM3.1.1	
				UM3.1.2	
		UO3.2		UM3.2.1	
				UM3.2.2	
		UO3.3		UM3.3.1	
				UM3.3.2	
		UO3.4		UM3.4.1	
				UM3.4.2	
		UO3.5		UM3.5.1	
				UM3.5.2	
UG4	0	UO4.1		UM4.1.1	
				UM4.1.2	
		UO4.2		UM4.2.1	
				UM4.2.2	
		UO4.3		UM4.3.1	
				UM4.3.2	
		UO4.4		UM4.4.1	
				UM4.4.2	
		UO4.5		UM4.5.1	
				UM4.5.2	
UG5	0	UO5.1		UM5.1.1	.
				UM5.1.2	.
		UO5.2		UM5.2.1	.
				UM5.2.2	.
		UO5.3		UM5.3.1	.
				UM5.3.2	.
		UO5.4		UM5.4.1	.
				UM5.4.2	.
		UO5.5		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.*

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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)
	Example unit measure: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*					
UM1.1.1	*Measure efficiency by annually reporting percentages of students reporting waiting less than 30 minutes.*	fall 2011 82.3%	fall 2012 96.8%	Target 98%	Current 97.8%	*UO1.1*
UM1.1.2	*0*					*UO1.1*
UM1.2.1	*Measure performance by reporting student satisfaction ratings of "Agree" or "Strongly Agree" on a student point-of-service survey question "Staff person was professional and helpful".*	fall 2012 96.6%	fall 2013 98.39%	Target 98%	Current 100%	*UO1.2*
UM1.2.2	*.*					*UO1.2*
UM1.3.1	*.*					*UO1.3*
UM1.3.2	*.*					*UO1.3*
UM1.4.1	*.*					*UO1.4*
UM1.4.2	*.*					*UO1.4*
UM1.5.1	*.*					*UO1.5*
UM1.5.2	*.*					*UO1.5*
UM2.1.1	*Measure success by reporting student satisfaction ratings of "Agree" or "Strongly Agree"on a student point-of-service survey question "Did the services you receive meet your needs?".*	fall 2012 95.1%	fall 2013 98.4%	Target 98%	Current 100%	*UO2.1*
UM2.1.2						*UO2.1*
UM2.2.1						*UO2.2*
UM2.2.2						*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*

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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)
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
UM3.3.2						UO3.3
UM3.4.1						UO3.4
UM3.4.2						UO3.4
UM3.5.1						UO3.5
UM3.5.2						UO3.5
UM4.1.1						UO4.1
UM4.1.2						UO4.1
UM4.2.1						UO4.2
UM4.2.2						UO4.2
UM4.3.1						UO4.3
UM4.3.2						UO4.3
UM4.4.1						UO4.4
UM4.4.2						UO4.4
UM4.5.1						UO4.5
UM4.5.2						UO4.5
UM5.1.1	.					UO5.1
UM5.1.2	.					UO5.1
UM5.2.1	.					UO5.2
UM5.2.2	.					UO5.2
UM5.3.1	.					UO5.3
UM5.3.2	.					UO5.3
UM5.4.1	.					UO5.4
UM5.4.2	.					UO5.4

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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)
UM5.5.1	.					UO5.5
UM5.5.2	.					UO5.5

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

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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)

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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
	Example: *Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.*	**Example:** *Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			**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.*			
OB1.1	Utilize registration assistants to remove registration from	Measure wait time utilizing reported wait time by students	fall 2011 82.3%	0.98	SWOT identified advising as an area of weakness.	Wade Bradfute	UO1.1	Maintain a streamlined registration and advising/counseling process.
OB1.2	Implement Advising Quality Control program,	Measure student satisfaction with advising/counseling	fall 2012 96.6%	0.98	SWOT identified advising as an area of weakness.	Mario Tenorio, Advising	UO1.2	Provide academic advising information that meets student's
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1	Implement Advising Quality Control program in OSD.	Measure student satisfaction with OSD utilizing POS fall	fall 2012 95.1%	0.98	SWOT identified OSD efficiency as an area of	Catherine Tremaria,	UO2.1	Provide services that facilitate and support academic success of
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
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	

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

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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).

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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	Advising/Counseling staff will refer students to registration assistant for registration after advising/counseling	Year 1		At a minimum, schedule two work study registration assistants daily			$ -	OB1.1	Utilize registration assistants to remove registration from advising/counseling offices to decrease student wait time for advsing/counselin
OKS1.1.2									
OKS1.1.3									
OKS1.2.1	Establish departmental advising/counseling liaisons and advising/counseling staff meetings	Year 2						OB1.2	
OKS1.2.2	Implement Advising Quality Control program utilizing Google Docs to monitor documentation and appropriate advising. Also implement regular counseling and advising staff meetings.	Year 2							Implement Advising Quality Control program,
OKS1.2.3									

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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)*
OKS1.3.1									
OKS1.3.2								OB1.3	0
OKS1.3.3									
OKS1.4.1									
OKS1.4.2								OB1.4	
OKS1.4.3									
OKS1.5.1									
OKS1.5.2								OB1.5	
OKS1.5.3									
OKS2.1.1	Implement Google Docs tracking of accommodations, alternative testing and assessment, and appointments.	Year 1							
OKS2.1.2	Implement Advising Quality Control program for OSD utilizing Google Docs on at least a semester basis to evaluate advising sessions for accuracy and documentation.	Year 2						OB2.1	Implement Advising Quality Control program in OSD.
OKS2.1.3									
OKS2.2.1									
OKS2.2.2								OB2.2	
OKS2.2.3									

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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)*
OKS2.3.1									
OKS2.3.2								OB2.3	
OKS2.3.3									
OKS2.4.1									
OKS2.4.2								OB2.4	
OKS2.4.3									
OKS2.5.1									
OKS2.5.2								OB2.5	
OKS2.5.3									
OKS3.1.1									
OKS3.1.2								OB3.1	0
OKS3.1.3									
OKS3.2.1									
OKS3.2.2								OB3.2	
OKS3.2.3									
OKS3.3.1									
OKS3.3.2								OB3.3	
OKS3.3.3									
OKS3.4.1									
OKS3.4.2								OB3.4	

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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)*
OKS3.4.3									
OKS3.5.1									
OKS3.5.2								OB3.5	
OKS3.5.3									
OKS4.1.1									
OKS4.1.2								OB4.1	
OKS4.1.3									
OKS4.2.1									
OKS4.2.2								OB4.2	
OKS4.2.3									
OKS4.3.1									
OKS4.3.2								OB4.3	
OKS4.3.3									
OKS4.4.1									
OKS4.4.2								OB4.4	
OKS4.4.3									
OKS4.5.1									
OKS4.5.2								OB4.5	
OKS4.5.3									
OKS5.1.1									

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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)*
OKS5.1.2								OB5.1	0
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									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	0
OKS5.5.2									
OKS5.5.3									

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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)*

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

Evaluation of student wait time utilized student's reported wait times recorded on Point of Service Surveys and directly related to the goal of reducing student wait time to streamline advising and counseling sessions. The measure of student's report of percentages that "Agree" or "Strongly Agree" in response to "Staff person was professional and helpful" directly relates to the objective that advising/counseling will "provide academic advising information that meets student's needs". The measure of the student's report of percentages that "Agree" or "Strongly Agree" in response to "Did the services you receive meet your needs" directly relates to the Office of Students with Disabilities outcome target of "providing services that facilitate and support academic success of students with disabilities".

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

Results of the implementaton of improvements were shared with SWOT (Strengths, Weaknesses, Opportunities, Threats) team members which included faculty, staff, campus manager, campus police, and students. The results were also discussed with the advising supervisor, OSD supervisor, Northridge counselors, advisers, and staff and their input was utilized to determine changes. Determined that weekly quality control reports were burdensome and inconsistent due to workload and adjusted to semester reports. It was agreed that weekly counseling staffing meetings, at least monthly advisor meetings, departmental liaisons, and Google documents tracking of accommodation needs would continue to be monitored for another year.

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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

<mark>(some data linked to table 3.1)</mark>

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	Utilize registration assistants to remove registration from advising/counseling offices to decrease student wait time for advsing/counseling.	Measure wait time utilizing reported wait time by students fall of each year on POS.	fall 2011 82.3%	0.97	0.98	99%	*UO1.1*
OB1.2	Implement Advising Quality Control program,	Measure student satisfaction with advising/counseling utilizing POS fall surveys.	fall 2012 96.6%	0.98	0.98	100%	*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	Implement Advising Quality Control program in OSD.	Measure student satisfaction with OSD utilizing POS fall surveys.	fall 2012 95.1%	0.98	0.98	100%	*UO2.1*
OB2.2						#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*

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

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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)*

The implementation of registration assistance outside of counseling/advising sessions substantially reduced wait time. As of fall 2013, the wait time is at 99% of the target of 98% of students reporting a wait time of less than 30 minutes. Because wait times continue to show some inconsistency, the initiative will continue as a goal through the 2015 fiscal year. The implementation of a quality control program for advising and OSD resulted in substantial improvement in student satisfaction reports on Point of Service Surveys and target goals have been met. The quality control program has been implemented, but with some inconsistency and therefore the goal of continuing to maintain the target student satisfaction ratings will remain a goal through the 2015 fiscal year.

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

Northridge Student Services goal of developing and coordinating exemplary student and advising programs was enhanced due to a reduced wait time for students which affects the quality of advsing and counseling provided to the student. This outcome directly correlates with the outcome of maintaining a streamlined registration and advising/counseling process. Also, more students reported positive results with staff. The outcome of providing services that facilitate and support academic success of students with disabilities was in part achieved due to the implementation of quality control, evidenced by larger percentages of students reporting that advising/counseling sessions met their needs. This contributed towards the goal to provide exemplary programs in the Office of Students with Disabilities.

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

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

Improving advising/counseling efficiency, decreasing student wait time, and increasing student satisfaction with advising and Office of Students with Disabilites services contribute to the college's goals of Increased persistence, , student completion of developmental course progression to credit courses, increased completion of all attempted courses with a "C" or better, increased degree/certificate graduates and transfer rates, and increased success equity across all racial,ethnic,gender, income groups. When students are advised into correct suitable classes and are able to register efficiently, persistence, success, and graduation rate increases follow.