

Non-instructional Support Services Review Template

Unit Name: Eastive Student Services

Unit Review Leader: Melissa Curtis

Today's Date: 8/5/2014

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 purpose of the Student Services is to provide exemplary programs that support the teaching/learning process and increase opportunities for students to define and reach their educational and career goals. Promoting access to college and improving student achievement are our primary goals.

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

Eastview 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.)

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

1.3 What services or products does the unit provide?

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*
- IE4 *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local*
- 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*

Goal #	Unit Goal (description)	Board Policy A-1										
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
	Example goal: <i>Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>											
UG1	Develop and coordinate exemplary programs in the developmental education sequence.	X	X			X	X		X			X
UG2												
UG3												
UG4												
UG5												

➤ *this table will link to other areas in this report*

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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)
	Example goal: <i>Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>		Example outcome: <i>Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .</i>		Example measure: <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>
UG1	<i>Develop and coordinate exemplary programs in the developmental education sequence.</i>	UO1.1	Maintain Early Intervention (EI) system that allows developmental faculty to alert student services regarding students needing assistance.	UM1.1.1	Measure number of EIs submitted by faculty.
				UM1.1.2	Measure faculty participation & satisfaction with Early Intervention.
		UO1.2	Conduct class visits that serve to build stronger bonds between faculty members and student services staff.	UM1.2.1	Measure number of class visits conducted each semester.
				UM1.2.2	Measure faculty participation & satisfaction with class visits.
		UO1.3	Conduct in-class workshops geared toward informing students about the services provided by Student Services.	UM1.3.1	Measure number of workshops conducted per semester.
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	0	UO2.1		UM2.1.1	
				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	
		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	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

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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: <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>					
UM1.1.1	<i>Measure number of EIs submitted by faculty.</i>	80.00	245.00	90.00	84.00	UO1.1
UM1.1.2	<i>Measure faculty participation & satisfaction with Early Intervention.</i>	0.00	0.00	75.00	0.00	UO1.1
UM1.2.1	<i>Measure number of class visits conducted each semester.</i>	55.00	93.00	80.00	55.00	UO1.2
UM1.2.2	<i>Measure faculty participation & satisfaction with class visits.</i>	0.00	0.00	75.00	0.00	UO1.2
UM1.3.1	<i>Measure number of workshops conducted per semester.</i>	7.00	3.00	15.00	7.00	UO1.3
UM1.3.2	0					UO1.3
UM1.4.1	0					UO1.4
UM1.4.2	0					UO1.4
UM1.5.1	0					UO1.5
UM1.5.2						UO1.5
UM2.1.1						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
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

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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						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
UM5.5.1	0					UO5.5
UM5.5.2	0					UO5.5

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

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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
	<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	Improve system fo tracking and responding to EI's	Measure number of EI's submitted	245	90	Faculty understanding and completion of EI's	Dean SS	UO1.1	Maintain Early Intervention (EI) system that allows developmental faculty to alert student services regarding students needing assistance.
OB1.2	Revamp system for allocating sections for class visits.	Measeure number of class visits completed.	93	75	N/A	Adv/Counselor	UO1.2	Conduct class visits that serve to build stronger bonds between faculty members and student services staff.
OB1.3	Improved marketing of workshop selections	Measure number of workshops requested & delivered.	3	15	Faculty requesting workshops	Adv/Counselor	UO1.3	Conduct in-class workshops geared toward informing students about the services provided by Student Services.
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1							UO2.1	
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	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	

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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
OB4.5							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
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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	Continuation of Early Intervention Program	Year 1	N/A	Current staffing	N/A	N/A		OB1.1	Improve system for tracking and responding to EI's
OKS1.1.2	Development of evaluation tool for Early Intervention Program	Year 1	N/A	Current staffing	N/A	N/A			
OKS1.1.3									
OKS1.2.1								OB1.2	Revamp system for allocating sections for class visits.
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	Improved marketing of workshop selections
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1									

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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)
OKS2.1.2								OB2.1	
OKS2.1.3									
OKS2.2.1								OB2.2	
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									
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									

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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)
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									
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	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
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3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

The evaluation of this initiative will focus on both the efforts of Student Services along with the efforts and response of faculty. The goal is to measure both aspects with the intent of making adjustments where necessary.

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

Review has yet to be conducted.

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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

(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	Improve system fo tracking and responding to EI's	Measure number of EI's submitted	245.00	245.00	90.00	272%	UO1.1
OB1.2	Revamp system for allocating sections for class visits.	Measeure number of class visits completed.	93.00	93.00	75.00	124%	UO1.2
OB1.3	Improved marketing of workshop selections	Measure number of workshops requested & delivered.	3.00	3.00	15.00	20%	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1						#VALUE!	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
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

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

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

Early Intervention for Developmental sections was a project begun before the current changes in administration, but the dean supports this initiative. Portions of the effort were supported by the SSIM Grant objectives and counseling faculty hired to support that grant. Through the grant, the counseling faculty moved away from a formal EI form and implemented a less formal intervention process, and they reported success with that change. Therefore, EI Training will need to be revised for 2014-15 as new staff and counseling faculty initiate the effort. Faculty appear to be receptive to the initiative but data were not collected to survey the effectiveness.

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

They increased student awareness of success and support opportunities, and also increased faculty awareness of the same opportunities. Providing information and making connections can be empowering. Due to the SSIM grant activities, we exceeded our goals on faculty intervention requests and met our goals on the number of information sessions offered. We did not meet our goals on workshops requested during class time, which may lead us to think of a new strategy for the workshops instead of using full class periods for them.

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

By informing more students about their opportunities for support during the developmental sequence, and by informing faculty how to initiate contact with our counselors and advisors, students will be more likely to persist through the developmental courses and enter into college-credit courses.