

# Support Services Review Template

Riverside

Unit Name: Student

Services

Rachel Ruiz

Unit Review Leader: \_\_\_\_\_

Today's Date: 8/6/2014

## 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?)

To provide exemplary programs that support the teaching and learning process and to increase opportunities for students to define and to achieve their educational and career goals.

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

To promote student success and to iprove communities by providing affortable access, through traditional and distance learning modes to higher education and workforce training within the eight-county service area.

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## 1.2 Please tell us who you serve.

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

To students, we provide course and career advising, crisis counseling, referrals, accommodations, academic and college placement testing. To faculty, we provide consultation services when dealing with a classroom/behavioral student issue. Additionally, we collaborate with faculty to provide retention and support services to students. To our external community, we serve as partners to achieve our institutional goals.

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

To students -we provide course and career advising, crisis counseling, referrals, accommodations, academic testing, and college placement testing. To faculty we provide consultation services when dealing with a classroom/behavioral student issues. Additionally, we partner with faculty to provide retention and support services to students. To our external community and partners we serve as thought partners to collaborate on our completion agenda work.

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

The impact of our services to students is to increase their persistence and success rates. Since the adoption of technology to document advising sessions was implemented, advisors/ counselors are now able to know how many advising sessions they made in any given semester. Students now able able to receive a record of their advising session via email in a pdf form. Adopting and increasing the use of Degree Map to document advising sessions allows students to know their progress at any point in their education at ACC. Increasing the use of Degree Map also empowers students to self advise with little room for error.

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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										
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
	<i>Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>											
UG1	<i>Promote consistent rate of advising documentation</i>	X			X			X				X
UG2	<i>Increase use of Degree Map to document advising sessions</i>	X						X				X
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.

# 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	Promote consistent rate of advising documentation	UO1.1	Provide academic and career advising that support student goals. Measure rate of documentation.	UM1.1.1	Measure rate of documentation in online services, XADS.
				UM1.1.2	
		UO1.2		UM1.2.1	
				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	Increase use of Degree Map to document advising sessions	UO2.1	Provide continous training and awareness on the use of Degree Map. Measure rate of documentation in Degree Map.	UM2.1.1	Measure rate of documentation in Degree Map.
				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

# 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>Measure rate of documentation in online services, XADS.</i>	0.53	0.60	0.60	88.00	U01.1
UM1.1.2	0					U01.1
UM1.2.1	0					U01.2
UM1.2.2	0					U01.2
UM1.3.1	0					U01.3
UM1.3.2	0					U01.3
UM1.4.1	0					U01.4
UM1.4.2	0					U01.4
UM1.5.1	0					U01.5
UM1.5.2						U01.5
UM2.1.1	<i>Measure rate of documentation in Degree Map.</i>	0.13	0.95	0.60	21.00	U02.1
UM2.1.2						U02.1
UM2.2.1						U02.2
UM2.2.2						U02.2
UM2.3.1						U02.3
UM2.3.2						U02.3
UM2.4.1						U02.4
UM2.4.2						U02.4
UM2.5.1						U02.5
UM2.5.2						U02.5
UM3.1.1						U03.1
UM3.1.2						U03.1
UM3.2.1						U03.2
UM3.2.2						U03.2
UM3.3.1						U03.3
UM3.3.2						U03.3
UM3.4.1						U03.4

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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)
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

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

Documentation rate for online services, XADS and Degree Map in fall, 2013 was 43% as compared to 60% in Spring, 2014. Documentation rate for Degree Map in fall, 2013 was 78% as compared to 95% in Spring, 2014. Note: This data does not include Summer, 2014.



## 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	Develop a training plan to ensure that all advising sessions are documented	Measure the number of EI visits to the number of advising sessions are recorded during the fiscal year.	0.53	0.60	Staff document using EI data system which is not tied to Ellucian (Online Services, XADS, Degree Map). The documentation in EI is limited to the menu noted in the system.	Advising Supervisor: Advising & Dean for Counselors	UO1.1	Provide academic and career advising that support student goals. Measure rate of documentation.
OB1.2							UO1.2	0
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1	Develop a training plan to continue adoption of Degree Map	Measure the rate of documentation using Degree Map.	0.13	0.60	Degree Map is a new tool some staff are still not comfortable using a new product to advise and document sessions.	Advising Supervisor: Advising & Dean for Counselors	UO2.1	Provide continuous training and awareness on the use of Degree Map. Measure rate of documentation in Degree Map.
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	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0

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<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>
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5							UO5.5	0

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<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure</i>	<i>Objective Baseline data</i>	<i>Objective Target data</i>	<i>Opportunity or challenges identified</i>	<i>Responsible person</i>	<i>Related Unit Outcome #</i>	<i>Related Unit Outcome</i>
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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	Dean along with Advising Supervisor and Counselors will develop a training session on documenting advising sessions. None: staff sometimes document on EI which is not integrated with Ellucian	Year 1					\$ 100	OB1.1	Develop a training plan to ensure that all advising sessions are documented
OKS1.1.2	Dean will collect individual documentation rates per advisor/counselor and provide the results at the end of th semester.	Year 2				1,500			
OKS1.1.3	All advisors/counselors will be assigned to list improving advising documentation on their yearly goals	Year 3				20,000			
OKS1.2.1								OB1.2	0
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									

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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)
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1	Conduct onsite training once per semester on the use of Degree Map for all advisors/counselors.		Mid-Semester at HBC				100	OB2.1	Develop a training plan to continue adoption of Degree Map
OKS2.1.2	Dean will collect individual documentation rates per advisor/counselor and provide the results at the end of th semester.		During Annual Performance Evaluation						
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									

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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)
OKS3.5.1								OB3.5	
OKS3.5.2									
OKS3.5.3									
OKS4.1.1								OB4.1	
OKS4.1.2									
OKS4.1.3									
OKS4.2.1								OB4.2	
OKS4.2.2									
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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<b>Objective Key Strategy #</b>	<b>Objective Key Strategy</b>	<b>Timeline</b>	<b>Related Facilities Needs (details)</b>	<b>Related Staffing Needs (details)</b>	<b>Related Equip/Tech Needs (details)</b>	<b>Other Related Needs (details)</b>	<b>Total costs</b>	<b><i>Related Objective (Improvements)</i></b>	<b><i>Related Objectives (Improvements)</i></b>
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## 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>
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**3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).**

The evaluation measures to provide training/retraining regarding advising documentation and adoption of Degree Map are important measures to achieving increasing rates of documentation and greater adoption of Degree Map. Tracking and providing advisors/counselors individual ratings for these two evaluation measures will be critical to the collective improvements and will be communicated to staff during the Annual Performance Evaluation. Currently there are many advisors/counselors who have strong (95% adoption rate) documentation and use of Degree Map ratings.

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

Two years ago the unit conducted a SWOT analysis. In that process we learned about the strengths and weaknesses of the unit. Many of the weaknesses including --policy changes, staffing, technology were determined to be outside of our management. Retention --also noted as a weakness became the centerpiece for this SSR. We agreed as a unit (advisors/counselors) that our retention efforts needed to focus on aspects we could implement and evaluate onsite. We agreed that a step in the right direction was to ensure that all students who received advising/counselor services at RVS received their own individual Education Plan. Documentation and the use of Degree Map became critical to achieving this goal.



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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
<i>Example</i>	<i>Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>					<i>UO1.1</i>
OB1.1	Develop a training plan to ensure that all advising sessions are documented	Measure the number of EI visits to the number of advising sessions are recorded during the fiscal year.	0.53	0.60	0.60	100%	UO1.1
OB1.2	0	0	0.00		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	Develop a training plan to continue adoption of Degree Map	Measure the rate of documentation using Degree Map.	0.13	0.95	0.60	158%	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
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4

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<b>Objective #</b>	<b>Objectives (Improvements)</b>	<b>Objective Measure (conditions/ criteria)</b>	<b>Objective Baseline data</b>	<b>Objective Current data</b>	<b>Objective Target data</b>	<b>Current data (as % of target)</b>	<b>Related Unit Outcome</b>
OB5.5	0					#VALUE!	UO5.5

## 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
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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)*

The "documentation" target has greatly improved, however we have not yet achieved a 100% rate. The key strategy for this has been the tracking of individual advisors/counselors. All staff is aware of their individual documentation rates. Many are documenting their session with the new online advising applicaiton -Degree Map. The key strategy for the continued adoption of Degree Map has been to train staff. We now have a Degree Map Expert onsite -he is a counselor who is designated as the point person for new or part-time staff. The baseline for this strategy was considerably low because it was a completely new tool for the college and is also due to the fact that we have experienced a shift in our staff as some have transferred to the new HLC campus. An updated version of Degree Map will be impleted in fall, 2014 which will call for additional training.

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

The implemented improvements had a huge impact on the unit's goal. As recently as three year's ago the college still used a paper advising form. Since the adoption of technology to document advising sessions was implemented,advisors/counselors are now able to know how many advising sessions they made in any given semester. Students now able able to receive a record of their advising session via email in a pdf form. Adopting and increasing the use of Degree Map to document advising sessions allows students to know their progress at any point in their education at ACC. Increasing the use of Degree Map also empowers students to self advise with little room for error.

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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.

Excellent advising is essential to helping students achieve their personal, career, and academic goals. Without having exceptional documentation of advising sessions and not adopting the latest technology (Degree Map) -it is impossible to help students have a clear and coherent pathway to their personal, career, and academic goals. -The college will not be able to achieve its mission-to be a catalyst for social equity, economic development, and personal enrichment.