Non-instructional Support Services Review Template

Unit Name: Supplemental Instruction and College Bridge

Unit Review Leader: Mary Gilmer

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 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.

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

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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.

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.

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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	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.		x	x								
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.		x									
UG3			x									
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	*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 gateway sections to the courses supported by SI.	UM1.1.1	We will measure fall to fall (students) retention (2% increase target)
				UM1.1.2	
		UO1.2	Increase the number of contact hours of students attending SI sessions.	UM1.2.1	We will measure fall to fall (students and contact hours) (2% increase)
				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	We will measure numbers of students enrolling in bridge (Increase 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	We will measure number of students retesting (Increaseby 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	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3 0		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*

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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	*We will measure fall to fall (students) retention (2% increase target)*	523.00	864.00	882.00	0.38	UO1.1
UM1.1.2	*0*					UO1.1
UM1.2.1	*We will measure fall to fall (students and contact hours) (2% increase)*	3026.00	5041.00	5142.00	0.47	UO1.2
UM1.2.2	*0*					UO1.2
UM1.3.1	*0*					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	*We will measure numbers of students enrolling in bridge (Increase by 5%)*	301.00	213.00			UO2.1
UM2.1.2						UO2.1
UM2.2.1	*We will measure number of students retesting (Increaseby 5%)*	76.00				UO2.2
UM2.2.2	*0*					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 # (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)
UM3.3.2						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)

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
	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	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.	20% of select gateway courses		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 hours				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	301 students				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 for 2013				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	
OB2.5							UO2.5	
OB3.1							UO3.1	
OB3.2							UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	

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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
OB4.1							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	5.5						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	Offer 20-25 additional sections of SI each semester.	annually	18-25 spaces at each campus (1.5 hours- 2 days per week at benefitial 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 beginnign 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									
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									

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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)
OKS2.1.1	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									
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									

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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)
OKS3.5.3									
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									
OKS5.1.2								OB5.1	0
OKS5.1.3									
OKS5.2.1									
OKS5.2.2								OB5.2	
OKS5.2.3									
OKS5.3.1									
OKS5.3.2								OB5.3	
OKS5.3.3									
OKS5.4.1									
OKS5.4.2								OB5.4	
OKS5.4.3									
OKS5.5.1									
OKS5.5.2								OB5.5	5.5
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)*

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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).

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.

Ellucian 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

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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	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.	20% of select gateway courses		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 hours	oieassr	0.00	#VALUE!	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	301 students	213.00		#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 for 2013	76.00		#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
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4
OB3.5						#VALUE!	UO3.5

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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
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	5.5					#VALUE!	UO5.5

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 Instruction, we know that the students who attend SI succeed at higher rates than the students who do not attend SI. Therefore, the goals increasing the number of students attending SI, as well as increasing the frequency of student attendance are still primary goals for the program. In FY14, the number of unduplicated headcount for SI sessions increased by 38%, and the number of student contact hours increased by 47% overall. Increasing the current numbers in both of the aforementioned categories by 2% this year will be the continued goal.

For the objective 4.1.1 :Increasing the number of SI sections offered in selected gateway courses to 20% of the total sections offered. Though the SI program budget stayed consistent in FY14, we were able to progress toward the target goal of 20% of select gateway courses because the total number of sections of gateway courses offered has decreased. In Fall 2013, we increased the percentage of selected gateway courses supported by SI at a rate of 2%-8%.

For section 4.1, objective 1, the number of gateway courses supported by SI does not have an "objective current data" number. The number of total sections offered at ACC varies from year to year in each subject area. Our original number of sections to be supported at the end of the 5 year plan was to total 243 sections. However, the number of overall sections at ACC of each course has decreased since 2010, and continues to fluctuate based on enrollment data. We are still within the 5 year plan to reach 20% of selected gateway courses, and continue to make progress towards that goal.

For Initiative 3: increased attendance in College Bridge. This goal was not met in Summer 2013, but it did improve from Summer 2012, with an enrollment increase of 4%. Additionally, we found the baseline measure for the new objective of students retesting after taking a bridge class (chart 4.2, ob 2.2). We will continue the outreach to advisor, counselors, high school graduates, and community-based programs. Continued research on the number of students retesting on the TSI assessment includes a planned training on the importance of retesting with faculty, as well as continued data collection on the success rates of retesting students. Our goal is to increase the number of students who successfully retest, so more data and outreach is needed.

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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

4.3   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 unit goal within the 5 year scale up plan. The SI goals have actually surpassed the projected percentage increase. A continued 2% increase per year is still a good goal until the number of sections to be supported reaches the target of 20% of the select gateway courses. For the Bridge program, the number of students enrolling has not reached the 5% increase, but it has increased from the last year by 4% (from 205 to 213), so we will continue our outreach plans, including a marketing campaign, and outreach to community based programs.

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.