

Student Services Program Review 2019/20 UPDATE

STAR TRIO

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Table of Contents

General Information	1
2019/20 Student Services Program Review	2
Submission Information and Updates (REQUIRED)	2
Outcomes and Assessment (REQUIRED)	2
Program Analysis for Equity and Excellence (REQUIRED)	2
Program Goals (REQUIRED)	2
Action Plans for Goals (REQUIRED)	3
Goal Status Report (REQUIRED)	5
Request Forms	9
Classified Position, BARC and Faculty Position Request	9
Reviewers	10
Liaison's Review	10
Manager's Review	10
Appendix	11

General Information (Student Services Program Review 2019/20 UPDATE)

2019/20 Student Services Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

STAR TRIO:

- Name of Lead Writer- Olivia Flores and Leticia Diaz
- Name of Liaison- Erika Higginbotham
- Department Chair- Nellie Dougherty
- Name of Manager/Service Area Supervisor- Leticia Diaz

OUTCOMES AND ASSESSMENT (REQUIRED)

Form: 2019/20 Program Review Outcomes and Assessment Section (See appendix)

PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

Form: 2019/20 Program Review Student Services Program Analysis Section (See appendix)

PROGRAM GOALS (REQUIRED)

2018-2019 Goals for STAR TRIO

Learning environment

Provide learning and working environment that maximizes student success and personal well-being.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 5.1, Strategic Goal 5.2,

Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

Academic Outcomes

Increase the college retention, transfer and graduation rates of eligible students.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6,

Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Global Consciousness, Information Literacy, Professional & Ethical Behavior

2020-2025 Funding

Receive continued TRIO funding for 2020-2025.

Mapping

CA- Mesa College Strategic Directions and Goals: Strategic Goal 1.6, Strategic Goal 6.1,
Institutional Learning Outcomes 2016/17: Communication, Critical Thinking, Information Literacy

ACTION PLANS FOR GOALS (REQUIRED)

Actions

2018-2019 Goals for STAR TRIO

Goal

Goal: Learning environment

Provide learning and working environment that maximizes student success and personal well-being.

Action: Learning environment (Provide learning and working environment that maximizes student success and personal well-being.)

Describe the actions needed to achieve this objective:	Promote tutoring services and cultivate a welcoming environment for students to study at the STAR TRIO Office.
Who will be responsible for overseeing the completion of this objective:	Thuan Le and Leticia Diaz
Provide a timeline for the actions:	On Going
Describe the assessment plan you will use to know if the objective was achieved and effective:	Students complete a survey at the end of each term providing feedback on their experience in the program and about the services they received. STAR TRIO uses SARS to have students log in when they visit the office as well as select the purpose of their visit. Both the survey responses along with the SARS tracking data, will allow us to capture data.
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	NA

Goal: Academic Outcomes

Increase the college retention, transfer and graduation rates of eligible students.

Action: Academic Outcomes (Increase the college retention, transfer and graduation rates of eligible students.)

Describe the actions needed to achieve this objective:

Continue offering counseling services to students.

Who will be responsible for overseeing the completion of this objective:

Leticia Diaz and Thuan Le

Provide a timeline for the actions:

On Going

Describe the assessment plan you will use to know if the objective was achieved and effective:

Capture data via SARS and Student Access database. The TRIO grant requires us to capture information and report it to the Department of Education on an annual basis. Records are kept electronically and in the student folders.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Given the recent retirement of the former STAR TRIO Coordinator, we currently have a need to fill in this position with an employee 100% dedicated to program.

Goal: 2020-2025 Funding

Receive continued TRIO funding for 2020-2025.

Action: Prepare Grant Proposal

Describe the actions needed to achieve this objective:

1. Review existing grant proposal and compare current practices with what was proposed.
2. Gather data needed to substantiate Need for the Project.
3. Review current legislation and regulations regarding TRIO SSS.
4. Write draft of proposal.
5. Attend grant proposal training.
6. Finalize proposal.
7. Submit proposal.

Who will be responsible for overseeing the completion of this objective:	Leticia Diaz
Provide a timeline for the actions:	1-5. Fall 2019 6. Spring 2020 7. TBD
Describe the assessment plan you will use to know if the objective was achieved and effective:	Final proposal submitted
List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Travel to TRIO Training. Travel to specific TRIO grant writing workshop. Data to substantiate Need for the Project.

GOAL STATUS REPORT (REQUIRED)

Action Statuses

2018-2019 Goals for STAR TRIO

Goal

Goal: Learning environment

Provide learning and working environment that maximizes student success and personal well-being.

Action: Learning environment (Provide learning and working environment that maximizes student success and personal well-being.)

Describe the actions needed to achieve this objective:	Promote tutoring services and cultivate a welcoming environment for students to study at the STAR TRIO Office.
Who will be responsible for overseeing the completion of this objective:	Thuan Le and Leticia Diaz
Provide a timeline for the actions:	On Going
Describe the assessment plan you will use to know if the objective was achieved and effective:	Students complete a survey at the end of each term providing feedback on their experience in the program and about the services they received. STAR TRIO uses SARS to have students log in when they visit the office as well as select the purpose of their visit. Both the survey responses along with the SARS tracking data, will allow us to capture data.
List resources needed to	NA

achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Status for Learning environment (Provide learning and working environment that maximizes student success and personal well-being.)

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Updated the STAR TRIO flyer and website to display current information about our program and updated images to include pictures of current students.

Goal: Academic Outcomes

Increase the college retention, transfer and graduation rates of eligible students.

Action: Academic Outcomes (Increase the college retention, transfer and graduation rates of eligible students.)

Describe the actions needed to achieve this objective: Continue offering counseling services to students.

Who will be responsible for overseeing the completion of this objective: Leticia Diaz and Thuan Le

Provide a timeline for the actions: On Going

Describe the assessment plan you will use to know if the objective was achieved and effective: Capture data via SARS and Student Access database. The TRIO grant requires us to capture information and report it to the Department of Education on an annual basis. Records are kept electronically and in the student folders.

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Given the recent retirement of the former STAR TRIO Coordinator, we currently have a need to fill in this position with an employee 100% dedicated to program.

**Facilities, Classified Staff,
Faculty, Other):**

Status for Academic Outcomes (Increase the college retention, transfer and graduation rates of eligible students.)

Current Status: In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Currently collecting surveys.

Goal: 2020-2025 Funding

Receive continued TRIO funding for 2020-2025.

Action: Prepare Grant Proposal

Describe the actions needed to achieve this objective:

1. Review existing grant proposal and compare current practices with what was proposed.
2. Gather data needed to substantiate Need for the Project.
3. Review current legislation and regulations regarding TRIO SSS.
4. Write draft of proposal.
5. Attend grant proposal training.
6. Finalize proposal.
7. Submit proposal.

Who will be responsible for overseeing the completion of this objective:

Leticia Diaz

Provide a timeline for the actions:

1-5. Fall 2019 6. Spring 2020 7. TBD

Describe the assessment plan you will use to know if the objective was achieved and effective:

Final proposal submitted

List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):

Travel to TRIO Training. Travel to specific TRIO grant writing workshop. Data to substantiate Need for the Project.

Status for Prepare Grant Proposal

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

NA

If the Current Status was not marked Completed, what are the implications and next steps:

No application announcement has been released yet, we anticipate that the application will be available in January and once we apply, we will be notified if awarded by Summer 2020.

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

Reviewers

LIAISON'S REVIEW

Form: Student Services Program Liaison's Review 2019/20 UPDATE

MANAGER'S REVIEW

Form: Student Services Program Manager's Review 2019/20 UPDATE

Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Student Services Program Analysis Section** (Form)
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Form: "2019/20 Program Review Outcomes and Assessment Section"

Created with : Taskstream

Participating Area: STAR TRIO

(REQUIRED) Program name

STAR TRIO

(REQUIRED) Are you on target with your assessment schedule?

No answer specified

(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?

No answer specified

(REQUIRED) Based on your assessments, what resource needs have you identified?

No answer specified

Please provide any other comments.

No answer specified

Form: "2019/20 Program Review Student Services Program Analysis Section"

Created with : Taskstream

Participating Area: STAR TRIO

Program Name

(REQUIRED) Type your program/ service area name.

STAR TRIO

Part A: In this section, please analyze your program/service area in terms of one metric of student success. Start by disaggregating the available data by race, gender, and any other parameters of interest for the metric and answer the following questions.

(REQUIRED) A1. What patterns do you notice with regard to equity at the program level or specific service level by race/ethnicity?

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

The STAR TRIO Outcomes report indicates overall, STAR TRIO students had a higher retention rate, 91%, in comparison with the Mesa College general campus population at 87%, for the past 3 years. STAR TRIO student progress is evident due to the support services provided to students, specifically computer access, peer tutoring, and academic/transfer counseling.

The STAR TRIO Outcomes report also indicates, for the three academic years between 2016-2018, on average STAR TRIO students of all reported ethnicities had a higher retention rate when compared to those ethnicities in the general population.

When disaggregating Retention Rates by ethnicity, while STAR students outperform the general population, there continues to be an equity gap, specifically with Latinx and African American students. In 2018-19, retention rates among Latinx students at 91% when compared to the general campus at 86%. However, African-American STAR TRIO students demonstrated a retention rate of 80%, a decrease when compared to the previous two years, but generally the same as the Mesa College African American general population at 82%.

STAR TRIO efforts to outreach to males has not shown positive results as the percentages have decreased in the last 3 years.

(REQUIRED) A2. Do these patterns persist over time (e.g., look at the last five years)? Describe if equity gaps are increasing, decreasing, or staying the same?

Statistically speaking, the STAR TRIO students retention rates are steady. However, we do see some slight changes from year to year.

Efforts to outreach to males, specifically men of color, will continue to be a priority in the activities STAR TRIO faculty and staff participate in. Participation in males students continues to decrease (37% to 30%), which may be the reason for the drop (retention) in 2017-2018. However the male participants rate still outperforms that of the Mesa College campus population.

(REQUIRED) A3. What factors might have influenced these results? What are your most significant findings?

Despite STAR TRIO efforts to outreach to males, we continue to serve the same ratios as previous years, mainly 2/3rds female and 1/3rd male. STAR TRIO has seen an increase in Asian/Pacific Islander and Filipino students. We attribute the increase as a result of the hiring of male Vietnamese students as tutors and front desk assistants. In 2017/18, there was a decline in the number of Latino and African American students served by STAR TRIO program.

(REQUIRED) A4. How have you/might you alter practices to increase student success and reduce equity gaps?

Two years ago, STAR TRIO implemented changes to New Student Orientations in order to reduce the number of students who could not participate in the program based on their inability to attend an orientation because of time constraints. We now offer individualized orientation sessions and as a result, we anticipate being able to meet our target number of 225 earlier in the semester.

Work closely with the EOPS and Avanza programs and assisted in putting on workshops and other activities targeting African American and Latino males to help close the equity and achievement gaps of these disproportionately impacted student populations. STAR TRIO faculty also participate in conducting workshops during Summer and Winter Cruise to help with new incoming students.

Knowing food insecurity is a huge barrier for students simple things like having snacks available for students to either purchase or pick up for free. STAR TRiO Club fundraising helps to support this. For many students having this available help us bring students into the student space and gets them more comfortable with accessing the services we provide.

(REQUIRED) A5. How does your program contribute to the College's identity of being a Hispanic Serving Institution (HSI)?

STAR TRiO is a student services, equity based program, intended to serve all students who meet the TRiO federal guidelines which aligns with the college's goal of providing access to students of all backgrounds including students who identify as Latinx. STAR TRiO provides financial literacy, academic/career counseling, and tutoring services to 225 low-income, first-generation college students, and/or students with disabilities. STAR TRiO contributes to the San Diego Mesa College's identity as being a Hispanic Serving Institution by providing services to students who come from underserved communities.

(REQUIRED) A6. Have you identified resource needs?

Star TRIO has yet to receive continued TRIO funding for 2020-2025. Currently, STAR TRIO is in the process of applying to the next SSS TRIO 5-Year Grant Cycle. No application announcement has been released yet, we anticipate that the application will be available in January and once we apply, we will be notified if awarded by Summer 2020.

Due to a recent retirement of our previous STAR TRIO coordinator/director and a merging of EOPS & STAR TRIO under a new director, we currently have a need for a full-time STAR TRIO coordinator. However, we are currently awaiting for a potential funded position to fulfill that role.

(REQUIRED) A7. Do any of your program goals address these implications or needs? If not, please develop a new goal that addresses your findings and subsequent reflection.

Our program goals address our needs. In order for STAR TRIO to continue providing services to 225 low-income and first-generation students, and students with disabilities, we need to seek funding sources, a primary source being the 2020-2025 SSS TRIO 5-Year Grant Cycle. Also, in order to continue providing quality services, and increase and sustain college retention, transfer, and graduation rates of eligible students, we need the support of a 100% full time STAR TRIO Coordinator.

Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.

(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?

- 1.) EOPS and STAR TRIO merging and undergoing a reorganization- STAR TRIO partners with EOPS in offering campus visits, joint staff and counselor meetings, outreach presentations, and retention efforts.
- 2.) STAR TRIO grant proposal- Star TRIO has yet to receive continued TRIO funding for 2020-2025. Currently, STAR TRIO is in the process of applying to the next SSS TRIO 5-Year Grant Cycle. No application announcement has been released yet, we anticipate that the application will be available in January and once we apply, we will be notified if awarded by Summer 2020.
- 3.) STAR TRIO continue to provide services to 225 low-income, first-generation students, and students with disabilities.- We continue to serve 225 students.
- 4.) Campus provides 19 hours of counseling, a 50% classified position, 2 tutors, and a clerical student worker. SSSP Support has been cut for spring and since the program does not have funds to cover the reduction, additional cuts in services will occur for the 19/20 year.- There have been changes in our STAR TRIO team. The STAR TRIO Faculty Coordinator retired and one of the adjunct counselors was offered a full time counselor contract at a different college. As a result, we have 3 new counselors that work between 6-12 hours per week in providing counseling support to our students.