

Ohlone College

Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* Student Success and Support Programs
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review
- *Program/Departments:* Student Success and Support Programs (SSSP) (63200)
- *Authority Code:* 81-Dean, Counseling and Special Programs
- *External Regulations:* Yes X No

The California legislature passed the Seymour-Campbell Matriculation Act (AB 3) in 1986. This legislation established the educational support process known as matriculation, which provides services to support student success in the California community colleges. The components of matriculation include admissions, orientation, assessment and testing, counseling, and student follow-up. These components were established to ensure that all students would be able to achieve their identified educational objectives. (Matriculation Standards, 2010).

The Dean of Counseling and the Counseling Department oversee all components of matriculation following admissions. This program review, however, will focus on orientation. The other matriculation components, Counseling and Assessment, are distinct programs that conduct separate program reviews.

newly approved Student Success Task Force (SSTF) legislation strengthens the need for improved access to orientations and matriculation services.

- *Provide a brief narrative that describes the services provided.*

In an effort help new students make a smooth transition to Ohlone College, it is strongly encouraged /required that new students attend an orientation session. Each orientation covers: programs and services at Ohlone, college success strategies, review of placement scores, degree and transfer requirements, registration procedures, and one-on-one advising with a counselor to develop an educational plan.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative,

multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
 - Support Services
- *State your program Mission/Purpose.*

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- *Briefly describe program accomplishments.*

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- **Student/Program Achievement**

- *List area-specific outcomes.*

Compared to other first time students who do not attend orientations, students who attend orientation will:

 1. Successfully complete courses at a higher rate.
 2. Persist semester to semester at a higher rate.
 3. Earn a higher GPA.
- *Identify internal and/or external benchmarks and regulations.*

n/a
- *Enter assessment results for area-specific outcomes and analyze trends.*

2011 - 2012 Data has not be updated and is not available. in attempting to retrieve data to evaluate student achievement we learned that data is inaccurate and therefore not reliable. Work needs to be done to develop reliable means of recording and reporting data. 2010 - 2011 Please see attachment titled Orientation Achievement for results. Students who attend orientations: Maintain enrollment to census at a higher rate than those who did not attend an orientation. This shows that we help students develop a realistic educational plan. Earn passing grades (A, B, C, and CR) at a higher rate. This could be due to several factors, but the most likely being they are counseled on realistic workloads for their first semester of college. Successfully complete the courses for which they have enrolled. Also, students who attend orientations have a higher GPA (2.41) compared to students who do not (2.23).
- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*
- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*
- *Additional Program Table Files.*
- *Future Actions*

Current levels of achievement indicators maintained.

- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

We will fulfill the mission and action steps outlined in the Student Success and Support Program Plan.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Student Learning & Achievement
- Course Retention
- Persistence
- Success Rates
- Equity/Disproportionate Representation

How will you assess the effectiveness of your PIO:

Please see plan.

PIO Action Plan:

How will you accomplish this?

Please see plan.

What is your timeline?

Please see plan.

Who is going to do this?

Please see plan.

PIO Status:

- New

Closing the loop - Describe the results of your PIO implementation or completion:

Due to some major compatibility issues between our student system and Student Planner, we have not been able to fully implement this system. We are working to turn off the "registration function" of Student Planner which will allow us to partially implement the system by the end of 2015.

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: No Resources Identified
2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Implement Student Planner for electronic Student Educational Planning (SEP).

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Course Retention
- Course Completion
- Persistence
- Success Rates
- Increase Degrees/Certifications

How will you assess the effectiveness of your PIO:

Cohort group of students will be able to access and use Student Planner to create an SEP by end of calendar year 2015.

PIO Action Plan:

How will you accomplish this?

Student Planner has already been purchased and implementation begun. We are working with IT, A&R (evaluations), and Degree Audit to align work practices, data entry, and student information in the way most effective for Student Planner use.

What is your timeline?

Fall 2014: Implementation kick off. Identify and address work flow, business process, data entry, etc issues. Identify which student groups/years will have access. Spring 2015: Continue adjusting data entry and degree audit information so it is more student friendly and intuitive. Identify test-cohort and provide initial access to counselors. By end of term, one student cohort (25-50 students) will access Student Planner and provide feedback. Summer 2015: address any issues, continue aligning data etc. Fall 2015: Provide access to second, larger cohort group and specifically test for wide spread release.

Who is going to do this?

Student Planner Implementation Team (Counselors, IT, Degree Audit, A&R staff)
Counselors Identified student cohorts

PIO Status:

- In-Progress
- Revised

Closing the loop - Describe the results of your PIO implementation or completion:

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Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: People Time
Description: Implementing requires enormous commitment from IT, Degree Audit, Counseling, Evaluations, etc
- Resource: Staff/Administrative Position
Position Title: temporary Curriculum/Degree Audit support
FTE: .33
Est. Cost: \$30,000.00

3. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Explore Early Alert software/cloud-based programs that will better track at-risk students and allow easier communication between services campus-wide (ex tutoring, counseling, financial aid, DSPS).

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Student Learning & Achievement
- Course Retention
- Course Completion
- Persistence
- Success Rates
- Increase Program Enrollments
- Increase Degrees/Certifications
- Equity/Disproportionate Representation

How will you assess the effectiveness of your PIO:

At this exploration stage, effectiveness will be measured by whether we are able to identify our needs and compare 2 or more programs against those needs.

PIO Action Plan:

How will you accomplish this?

Focus/discussion groups of counselors, instructors, Deans, and IT to determine who our at-risk students are and how we can provide outreach. Identify available

programs and evaluate how well they work with Datatel/Blackboard etc. Determine what support services could be linked through a system and explore how instructors and students would access the system. Also evaluate quality and quantity of data and reporting tools.

What is your timeline?

Fall 2014-Spring 2015. Ongoing review. Use Counseling and Deans meetings for initial feedback. SSSP committee to determine an approach for instructor and student feedback. By end of Spring 2015, have 1-3 systems identified for further review (vetting with instructors and students).

Who is going to do this?

SSSP committee, counselors, deans and IT staff.

PIO Status:

- In-Progress

Closing the loop - Describe the results of your PIO implementation or completion:

Due to some major compatibility issues between our student system and Student Planner, we have not been able to fully implement this system. We are working to turn off the "registration function" of Student Planner which will allow us to partially implement the system by the end of 2015.

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: People Time
Description: Counseling staff to meet with IT, Basic Skills, etc to identify, discuss, and compare products
4. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do*

it?

Ensure adequate full-time counseling staff to effectively meet the increased needs of new State mandates under the Student Success and Services Program.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Student Learning & Achievement
- Course Retention
- Course Completion
- Persistence
- Success Rates
- Increase Degrees/Certifications
- Equity/Disproportionate Representation

How will you assess the effectiveness of your PIO:

Use MIS data and SSSP categories to determine how close we come to 100% allocation of funds for the coming year. Disaggregate by MIS data points to determine where we can serve more students and how many staff are needed to effect increases.

PIO Action Plan:

How will you accomplish this?

Identify number of students needing services, time needed to complete services, and FTE needed meet the need. Submit staffing proposal as indicated.

What is your timeline?

Fall 2104, Informer reports to determine students needing Assessment, orientation, and Comprehensive Educational Plans. Also look at Probation students and those at risk of losing BOG waiver. Submit Faculty Position Proposal during prioritization process. Spring 2015; hire full or part time counselors depending on result of FPP process. Continue to gather and review data related to number of students who access needed services.

Who is going to do this?

Dean of Counseling and Special Programs IT staff (System Analyst for Student Services)

PIO Status:

- In-Progress
- Revised

Closing the loop - Describe the results of your PIO implementation or completion:

Due to some major compatibility issues between our student system and Student Planner, we have not been able to fully implement this system. We are working to turn off the "registration function" of Student Planner which will allow us to partially implement the system by the end of 2015.

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: Data from Research and Planning Office
Description: Demographic and success information of students served

Attached Files:

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- [Ohlone College SSSP Credit Program Plan-2.pdf](#)
- [Ohlone College SSSP Budget Plan-2.pdf](#)
- [2013-14 PR Orientation-Matriculation 11-14-13.doc](#)