Student Affairs Program Review Narrative

TRIO Student Support Services, Laney College

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November 13, 2012

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DESCRIPTION & HISTORY OF TRIO STUDENT SUPPORT SERVICES

In Fall 2010, Laney College was awarded the TRIO Student Support Services (TRIO SSS) grant by the federal Department of Education (DE). TRIO SSS is a 5-year renewable grant for projects that are designed to a) increase the college retention and graduation rates of eligible students; b) increase the transfer rate of eligible students from two-year to four-year institutions; and c) foster an institutional climate support of the success of students; and d) improve the financial and economic literacy of students (646.1). TRIO participants must be first-generation college, low-income, and students with disabilities. All students must also demonstrate a need for academic support (646.3). Laney College received the TRIO SSS grant in Fall 2010, began providing full services to students in Fall 2011, and reached full enrollment for the first time in April 2012.

At Laney College, the mission of TRIO SSS is to increase opportunities for first-generation college students from low-income families and students with disabilities to graduate from Laney College and continue their education at a four-year college.

Funded by DE, our TRiO SSS program works with only 140 students at one time. Being a part of a smaller program allows students more one-on-one time and personalized support. As a result, students become part of a network of individualized and intensive services designed to enhance student academic and personal development.

TRiO SSS is a dynamic program and responds to the changing needs of our students. We are a community of staff and student scholars who work from a place of respect, problem solving, and possibility. TRiO SSS Participants are students who are dedicated to their academic success and are seeking a supportive environment to thrive.

PURPOSE & NEED

Laney College data indicates that at least thirty-eight percent (38%) of Laney College students are classified as low-income and sixty-six percent (66%) as first-generation college. Approximately thirty percent (30%) of the student body could meet TRIO SSS participations requirements (both low-income and first-generation college).

Academic success rates for this group is dismal. Retention of this group of students is very low— 40% (2007-2008) . Additionally, for first-time students in Fall 2004, only 4.2% of low-income, first-generation college students graduated by their fourth year-- much lower than the college rate of 11.3%. Both rate are far below the 15% national norm for community colleges. The transfer rate of the SSS eligible population is consistently less than the general population. The eligible populations has very poor transfer rates with only a total of 9% of the students actually transferring by the end of their fifth year compared to over 33% of the general population transferring to a four-year college or university.

TRIO SSS at Laney College offers student participants a variety of services outlined below.

PROGRAM ORIENTATION

Once a student has been accepted into TRiO-SSS, they are given an orientation to the program. Either the program Counselor or Director facilitates the orientation. Orientations are conducted in group or individual format, depending on when in the semester the student is accepted into the program. During the orientation the program is explained in detail to the student. Topics are covered such as why TRiO Programs were established, the support services that TRiO offers, and the requirements to stay an active TRiO student. The group orientations are also intended for TRiO-SSS students to meet each other and begin developing relationships with each other as to establish a sense of community.

COUNSELING

All TRiO-SSS participants are required to attend a minimum of two counseling meetings per semester. Although this is the defined minimum, students are allowed to, and encouraged to, attend more than two counseling appointments per semester if needed or desired.

There are numerous topics that are covered during Counseling and vary student by student based on their unique and individual needs. The services provided are comprehensive and include supporting students in the multiple domains of their lives. The four main categories of Counseling are Academic, Career, and Personal, and Financial Planning.

Examples of individualized counseling includes academic advising (course selection, major exploration, transfer options, Student Ed Plans); personal matters (crisis management, connection to social services, emotional/ mental health, child care, housing, job searching, resume development); career development (resume development, interest inventories, research) and financial management (FAFSA, scholarship assistance, personal budget management, financial aid options).

ACADEMIC MENTORING & TUTORING

TRIO SSS offers free academic mentoring and tutoring for TRIO participants. Subject areas vary according to participant need and are offered Monday through Friday throughout the week.

Academic Mentoring provides TRIO SSS students consistent and personalized academic support. Mentors offer tutoring in Math, Biology, Chemistry, Physics, English, and Writing across all academic disciplines. Tutoring sessions are typically one-on-one and an hour in length. Additionally, they facilitate study groups, host ESL conversation groups, and coach students to use effective study skills. Some Participants also work with Mentors to strengthen foundational English/ Math skills-- even if they are not currently enrolled in the course—so that they can retake the assessment test or simply prepare for an accelerated summer course. Mentors also host Study Nights throughout the semester.

WORKSHOPS

Workshops are facilitated by TRIO staff and occasionally by invited guests. Workshops build student skills and cultivate an important sense of community. Workshop topics come from student interest as indicated in semester surveys and also from common issues that emerge from counseling sessions. Examples include Transfer Options; Securing a Strong Letter of Recommendation; Career/ Networking Night; Healthy Relationships; and Stress Management.

EVENTS: COLLEGE TOURS & ENRICHMENT EVENTS

In addition to visiting 4-year college campuses, throughout the academic year, events are organized and TRiO-SSS takes students on a field trip into an event occurring in the community. All TRiO SSS Cultural Events are accompanied by educational seminars, which engage students in critical thinking and discussion. Examples: *Fela!* the Musical with a seminar that incorporated topics on colonialism, cultural hybridity, social activism, and race in the fine arts.

UNIQUE ASPECTS OF PROGRAM

TRIO SSS at Laney College seeks to provide Coordinated & Intrusive services to our students. There is frequent and strong communication among TRIO staff to ensure that student support is coordinated. For example, students who use Academic Mentoring & Tutoring Services on a regular basis may develop a close relationship with Mentors. If they disclose sensitive issues such as stress, domestic violence, or homelessness, Mentors are trained to support students to seek TRIO Counseling services. The referral is personal and documented. In another example, if a counselor is working with a student and has sensitive information that can impact their Mentoring/ Tutoring session, with the student's permission, the Counselor will share a general overview of information that other staff members should be privy to. Communication is institutionalized in our program via the Student Action form.

Dynamic Student Services: TRIO services are dynamic in that we are responsive to the changing needs of our students. In addition to multiple formative evaluations (discussed in later sections of this report), we work with a TRIO Student Advisory Board (SAB). SAB works closely with the program director in the following manner:

- Support the creation of a strong foundation for TRiO SSS at Laney College by serving as student ambassadors to the Laney community.
- Ensure SSS services are relevant to participants by providing feedback and suggestions on programming.
- Build leadership skills of SAB participants in the following manner:
  - Participate in leadership trainings
  - Plan service and cultural events for SSS participants.

Communication: Our program uses multiple methods of communication with our students. Content includes upcoming workshop and other TRIO- related reminders; campus-wide news from FAS (ex. Wellness Center events, EOPS application opening; Financial Aid updates); and scholarship updates.
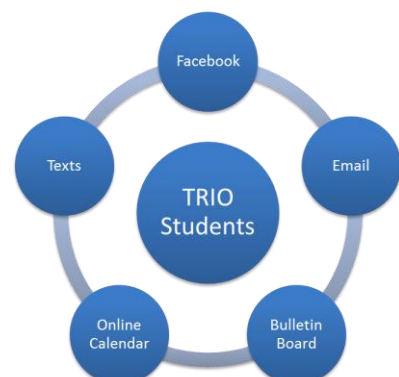
TRIO Communication Model

TRIO SSS program goals are determined by the original federal grant outcomes. They are in alignment with College Goal 1 (Student Success): *Develop interventions to that which impedes student success, strategies to improve student success, and measurements of student outcomes.*

Federal Goals	Indicator	Progress
Persistence	70% of all participants served by TRIO SSS will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.	National Student Clearinghouse StudentTracker for Outreach & PeopleSoft
Good Academic Standing	80% of all enrolled participants served will meet the performance level required to stay in good academic standing at the grantee institution.	PeopleSoft
Graduation and Transfer	15 % of each Program Year (PY) Cohort served will graduate with an associate's degree or certificate within four (4) years, <u>AND</u> 10 % of each PY Cohort will transfer from a 2-year to a 4-year institution with an associate's degree or certificate within four (4) years	No data, first cohort still in progress. National Student Clearinghouse StudentTracker for Outreach & PeopleSoft

TRIO STUDENT DEMOGRAPHICS

Age Range	N	%
16-18	7	4%
19-24	72	45%
25-29	36	23%
30-34	10	6%
35-54	31	19%
55-64	3	2%
65+	1	1%

Gender	N	%
Male	56	35%
Female	102	64%
Decline to State	4	1&

Ethnicity	N	%
Black or African	72	45%
Hispanic	21	13%
American Indian/Alaskan Native	1	1%
White	15	9%
Asian	41	25%
Mixed Race	6	4%
Decline to State/Unknown	4	3%

Federal Student Eligibility	N	%
First Generation Only	11	7%
First Gen. & Low Income	131	81%
Low Income Only	9	6%
DSPS	9	6%

In addition to federal program goals and outcomes, TRIO SSS uses multiple tools to assess program effectiveness and Program Level Outcomes (PLOS).

- Workshop Evaluations (Likert) are administered at the end of each workshop. Evaluates student learning.
- Assessment Surveys (Likert; multiple choice;& open-ended) are administered at the end of each academic year. Measures student satisfaction with program services and student learning.
- Academic Mentor & Tutor Surveys (Likert; multiple choice; & open-ended) are administered quarterly.

At this time, we have limited data on student impact as we have yet to run a full cohort (4 years) of students. Yearly data that was provided from the district was also incomplete.

HOW DO STUDENTS WHO RECEIVE SERVICES PERFORM?

Federal Goals	Grant Target	TRIO Outcome
Persistence	70% of all participants served by TRIO SSS will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.	89% retained (excluding students who transferred AND/ OR received a degree or certificate.
Good Academic Standing	80% of all enrolled participants served will meet the performance level required to stay in good academic standing (2.0 GPA)	93% maintained a 2.0 GPA or higher
Graduation and Transfer	15 % of each Program Year (PY) Cohort served will graduate with an associate's degree or certificate within four (4) years, AND 10 % of each PY Cohort will transfer from a 2-year to a 4-year institution with an associate's degree or certificate within four (4) years	No data.

PLO 1: Students will demonstrate an awareness of how to access college services and resources.
Outcome: 97.9% indicated a degree of positive agreement that they did know where/ how to access various services on campus.

PLO 2: Students will report positive connections to peers, faculty, and staff.
Outcome: 85.6% of students indicated that they feel connected to Laney peers, faculty, or staff. Notably, students felt less connection to their peers (79%) than they did to faculty or staff.

PLO 3: Students will gain increased knowledge in areas related to academic and personal goals.
Outcome: In the pre-evaluation, 43% of students agreed that they had some degree of knowledge in workshop topics (ex. Stress Management, Career Exploration, Transfer Requirements) prior to participation. This percentage jumped to 93.1% after student participation. Furthermore, the Strongly Agree category changed from 5% pre-workshop to 43.8% post-workshop. From this, we can infer that students benefit a great deal from TRIO workshops and events.

SLO 4: Students will report increased confidence in reaching academic and personal goals.
Outcome: 91.8% of students report increased confidence in reaching their academic/ personal goals as a result of participating in TRIO workshops/ events. 6.8% of students reported a neutral impact (Neither Agree/ Disagree) on their participation. This finding is supported by the Assessment Survey in which, combined, 98.3% of students who used any TRIO service (Counseling, Academic Mentoring & Tutoring, and Workshop/ Events) reported being Very Satisfied or Satisfied with the quality of services.

PERFORMANCE COMPARISON

There is no comparison data available for performance. The following, however, compares TRIO demographics to the general student population and the EOPS population. EOPS is the closest comparison population as the programs share the low-income and first-generation college demographic.

Gender	EOPS	TRIO
Male	31%	35%
Female	62%	64%
Decline to State	7%	1%

Ethnicity	EOPS	TRIO
Black or African	60	45%
Hispanic	21	13%
American Indian/Alaskan Native	1	1%
White	15	9%
Asian	41	25%
Mixed Race	6	4%
Decline to State/Unknown	4	3%

STUDENT FEEDBACK

"Staff are problem-solving and solution oriented"

"They know that you're more than just a student"

"You guys use a holistic approach to helping us"

"They helped me unearth my previous university experience without a sense of shame"

"It really makes a difference to have someone who has gone through what you're going through. You are a role model."

"I am surrounded by success oriented peers who are living with and overcoming challenges. I am excited to learn with them and learn from them as well as share some of my experience."

"Without the support that TRiO has provided me, both emotionally and practically, I don't think I would be anywhere this close to transferring. I'm very grateful."

"TRiO has allowed me to ask questions about how to navigate the college systems and has provided me with allies to turn to when I experience road blocks. Having someone in the office hold my hand, help me get started, brainstorm, or make a phone call has been so helpful when I've gotten into a place of inertia around my education. Transitioning back to college was scary for me. TRiO's staff and student offerings has helped me reduce my fear and given me the confidence to explore solutions with my peers and even on my own."

"TRIO has opened my eyes for the possibilities for me to achieve in school."

"I joined Laney College in the year 2010.... I wish that TRiO could have got here sooner, because TRiO SSS is a real comfort to college-bound students."

"If I have a question and I go to TRIO I always get an answer. It might not be right away but someone will take the time to help me get an answer and follow up by email or Facebook. I know I can rely on TRIO!"

"TRIO has proven to be an incredible resource and one of the only things I count on at Laney. Other than that keep doing what you guys are doing."

STATE/ NATIONAL INSTRUMENTS

For transfer and graduate rates, TRIO uses the Student Tracker for Outreach through the National Student Clearinghouse that accurately tracks student enrollment, graduation, and transfer history.

PROGRAM AREA OUTCOMES

INCORPORATING PLOS

TRIO has had strong performance in PLOs. We currently seek to expand our reach to students (See *Communication* in *Unique Aspects of Program.* In the context of Laney College we seem to have strong levels of student engagement but there continues to be a hard-to-reach population. We are working to improve our ability to monitor student contacts in a timely manner so that we can work to intentionally identify and outreach to those students in a timely manner.

ASSESSING PLOS

TRIO PLOs were assessed Spring 2012. See Student Performance & Feedback for more information. In addition to PLO assessment, TRIO SSS uses multiple formative evaluations including but not

limited to: Academic Mentor/ Tutor Mid-Semester Evals; Mid-Year Evaluations; Workshop Surveys. See introduction section of Student Performance and Feedback.

The ILOS were recently approved. Therefore, the PLOS are not yet mapped in Task Stream . They will be mapped in a timely manner. They will be mapped to Critical Thinking & Problem Solving and Personal & Professional Development.

PROGRAM EFFECTIVENESS

CAMPUS COLLABORATION

Learning Communities TRiO is a member of the Laney Learning Communities, which includes TRiO, Ubaka, APASS, Puente, B2B, Carpenteria Fina, and Industrial Maintenance. TRiO is unique in that we do not offer courses but rather seek to build community and support for students through a robust student services model. Therefore, our program nicely complements the instruction-based learning communities. TRiO staff appropriately communicates with other Learning Communities staff regarding student issues if needed; share resources and ideas; collaborate on events; and also recommends students to join instructional Learning Communities during

Financial Aid TRiO counselors and director meet with the district director for financial aid and the Laney financial aid supervisor each semester to obtain updates on financial aid processes; provide feedback; and share information. Financial Aid also gives a presentation and hosts a Q&A during the TRiO Group Orientation.

Counseling It is a high priority for TRiO counselors to attend college-wide meetings. When recruiting potential applicants for counseling positions, the TRiO Director makes it a point to see if applicants will be available to attend college-wide meetings as it is an important opportunity to be connected to other counselors and receive timely information that impacts counseling students. When hiring counselors, the Director also contacts the counseling chairs and Dean in a timely and advance manner to incorporate them into the process.

PROGRAM EFFICACY

Counseling The counseling program is deemed to be effective because TRiO students are required to meet with their counselor at least twice per semester, but beyond the minimum requirement, many students exceed this amount and schedule weekly meetings with their counselor to continuously review their academic and career progress. The majority of students are scheduling 60 minute counseling appointments (when the minimum is 30 minutes per session) to assure that all of their questions are being answered and so that they are well-informed about their academic and career plan. According to our SARS-GRID data between August 15, 2011 to date to October 30, 2012 we have conducted 572 counseling appointments with 145 unique students. On average, 3.9 counseling appointments are being conducted per student in an academic year. In sum, we believe that TRiO-SSS students are given ample opportunity to meet with their counselor throughout the entirety of an academic year

Academic Mentoring & Tutoring In Spring 2012, TRIO SSS implemented Academic Mentoring & Tutoring. Staff report seeing a rise in student attendance from Spring 2012 to date. Additionally, they report seeing a rise in student engagement as evidenced by an increased level of preparation for appointments (bringing specific questions, essay drafts, missed questions on tests/ homework). On average student individual appointments are one-hour long; with a maximum of 2 appointments per week, per subject. To date, over 70 unduplicated students have used TRIO SSS Academic Mentoring & Tutoring services. In the mid-semester evaluation, 100% of students rated this service. Excellent. 100% marked 5/5 or "All the time" in response to the following statements: *Mentors/ Tutors asked questions to stimulate thinking*; *Explained things clearly*; and *helped the student better understand the assignment*.

RESOURCES

STAFF

CURRENT STAFF
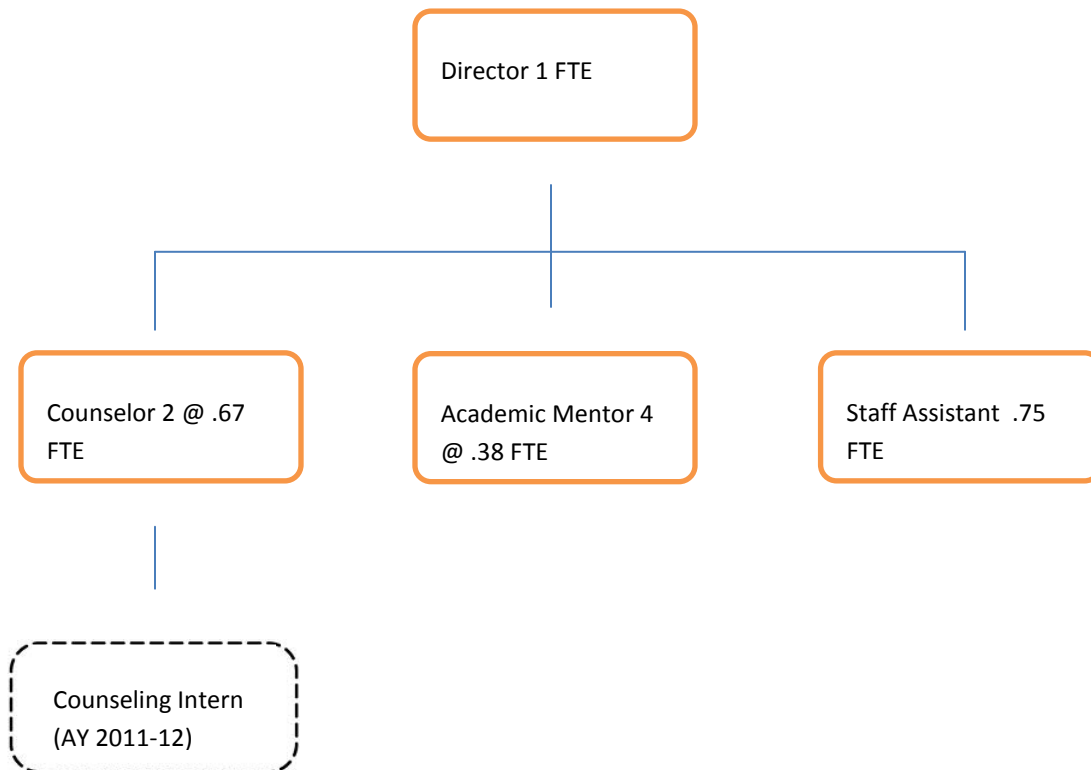
STAFFING NEEDS

Counseling Intern In 2011-12, TRIO SSS had two graduate counseling interns who learned and served 30 hours a week. Although the program, TRIO students, and graduate interns benefited

greatly from this experience, it was put on hiatus. College procedures regarding counseling interns have been unclear and therefore became a source of contention among departments and came to a standstill. We strongly recommend that a counseling intern program be developed for the college with collaboration from the counseling department chairs, program directors/ coordinators, and deans in impacted areas.

Student Assistant TRIO SSS will plan to bring on at least 1 student assistant to support administrative work in the office. An expected challenge of having a student assistant physical space for the individual to work.

Re-evaluate Director position. What makes TRIO a unique and effective program is the quality and quantity of contact with students. As a new program, TRIO SSS continues to need a full-time director to manage the program, build infrastructure that supports the program to meet federal mandates, and address the needs of the college. Counselors and Academic Mentors are obviously crucial to delivering the quality and quantity of services required to meet the outcomes of federal mandates. However, the current model is approximately $20,000 more a year than the original yearly grant award. It is only sustainable because of the significant amount of carry forward from Year 1 (2010-11). Therefore, should Laney College be awarded TRIO SSS in future cycles, this current staffing model cannot be used. ***Therefore, it is recommended that once the program has more data on student outcomes and is more established, the staffing model should be re-evaluated (suggested timeline 2014) with particular attention to the Director position***. TRIO SSS models differ across colleges, however, there are two models that are prevalent. The first is where the college contributes additional funding to sustain a strong program and the second is where the director oversees two programs (ex. TRIO SSS & TRIO Upward Bound or TRIO SSS & EOPS).

FACILITIES

CURRENT FACILITIES

TRiO SSS is located in the Student Center building on the third floor. There are two office spaces which TRiO uses, Rooms SC-300 and SC-301. The main TRiO Office for students in in SC-300. The Director, Counselors, and other TRiO Staff are located in SC-300. All counseling, appointment scheduling and workshop/event reservations are done in SC-300. There are 4 desktop computers in SC-300 used by the Director, two TRiO Counselors, and the Administrative Coordinator. Additionally, TRiO uses a laptop which is shared among all staff (including Academic Mentors). All printing is done is SC-300. Room SC-301 is used mainly for tutoring and is shared among four of the Academic Mentors. Student workshops are held in campus classrooms.

FACILITIES & RESOURCE NEEDS

Multi-use space for staff meetings/ development; study groups; student workshops; Student Advisory Board Meetings;

Of concern is that there has been no inquiry or communication regarding the anticipated move from the Student Center to Eagle Village.

Early Alert Currently, TRIO SSS uses progress reports to monitor student academic progress. Although there is a comprehensive system in place for follow up, only half of our students submit a progress report. Our program and our campus as a whole could greatly benefit from a college-wide Early Alert system. Early Alert systems serve as an in intervention program that allows faculty to notify counselors of issues that may affect the success of a student. Using Early Alert notifications could be an efficient way to promote retention and success at our college.

Access to SSN The Annual Performance Report (APR) which is required for federal reporting requires student level data including student SSN. Although the TRIO Application requires students to write in the SSN, we should ensure this matches institutional records. The Director has made multiple requests to access SSN on PROMT and no response or action has been taken. Relying on TRIO application information for this critical piece of data compromises the integrity of the APR.

Student Group Queries TRIO SSS students are assigned to the TRIL student group in PeopleSoft. It would be immensely helpful if the TRIO Director was able to run queries on student information.

REDUCTION & IMPACT OF REDUCED RESOURCES

At Laney College, TRIO SSS is 100% funded by the U.S. DE. Therefore, unlike most aspects of the rest of the college, our program has not been directly impacted by cuts at the college and district level. However, all TRIO SSS programs have experienced a reduction in funding of 3.1% of the original award. For TRIO at Laney College, there has been little impact due to the fact that there is significant carry forward from year 1.

MAINTAINING QUALITY TRIO SERVICES

See *Resources* section for Staffing and also Facilities & Resource Needs .

RECOMMENDATIONS FOR COLLEGE PROGRAMS & SERVICES

Please see recommendation for an Early Alert system as described in the *Facilities & Resources Needs* section.

ACTION PLAN

FUTURE NEEDS

See *Resources* section for Staffing and also Facilities & Resource Needs.

FUTURE GOALS & ASSESSMENT

TRIO SSS program goals will remain same for the duration of the grant period.

Federal Goals	Indicator	Progress
Persistence	70% of all participants served by TRIO SSS will persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year.	National Student Clearinghouse StudentTracker for Outreach & PeopleSoft
Good Academic Standing	80% of all enrolled participants served will meet the performance level required to stay in good academic standing at the grantee institution.	PeopleSoft
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STRATEGIES TO STRENGTHEN PROGRAM

See *Incorporating PLOs* section of *Program Area Outcomes*.

RESOURCES IDENTIFIED FROM PROGRAM REVIEW

See *Resources* section for Staffing and also Facilities & Resource Needs.

Division: Student Services	Department/Program: TRiO Student Support Services	Contact: Amy H. Lee, Ed.D.			
Item Identified in Program Review (justification)	**Human Resources (Staffing)**	**Physical Resources (Facilities)**	**Technology and/or Equipment**	**Supplies Budget**	**Curriculum**
Confidential Counseling offices		x			
Ability to run student group queries			x		
Counseling Intern	x				
Student Assistant	x				

Please list needs in order of priority within a particular category.

Maintenance

Deferred	Preventative	Ongoing	Emergency

Reconstruction

Refurbish	Remodel	Renovate
		Bring walls up to the ceiling to create private offices for confidential counseling

New Construction

Short Term 1-2 years	Mid Term 2-3 years	Long Term 3-5 years