Assessment: Administrative Unit Four Column

C - adminstrative - VPSS Office

Mission Statement: The Department of Student Services' mission is to support student development by providing learner-centered programs and services that fulfill the diverse educational, recreational, social, and cultural needs of student population and the College's community.

Administrative Unit Outcomes	Assessment Strategies	Results	Improvements
2014-2015 VPSS Outcome 1 - AUs under the department of student services will exhibit commitment and active engagement to fostering the culture of continuous improvement. **AUO Status:** Active **PSLO Assessment Cycle:** 2014 - 2015	**Descriptive Statistics -** Office of the VP for Student Services shall continute to facilitate in-house training to unit supervisors and staff on program assessment to ensure continued effectiveness of units in terms of assessing their programs and services. **Target:** 100% of all AUs under the department complete their annual assessments within the deadline as established in the college's planning calendar.	**Reporting Period:** 2014-2015 **Target Met:** Yes All student support services units regularly conduct annual assessments, and completed their annual assessments within the deadline as established in the college's planning calendar. The Office of the VP for Enrollment Management and Student Services (then VP for Student Services) have created a wiki page in the college's website where annual assessments of student support services units are accessible. In April 2014, all student support services have completed their first biennial program reviews. These program reviews are also accessible in a wiki page created by the VP for Enrollment Management and Student Services from the college's website. To foster a culture of evidence, the department engaged the student body association (SBA) and recognized student clubs in assessments and assessment dialogue. Beginning 2013, the SBA and recognized student clubs conduct assessments of their sponsored or hosted activities. Using of a standardized form, SBA and recognized student clubs write learning outcomes, create an assessment tool, collect and analyze data, and submit a brief report for each sponsored activity. These assessments are linked to	**Improvement:** Office of the VP for Enrollment Management and Student Services (then Office of the VP for Student Services) shall continue to facilitate in-house training to unit supervisors and staff on program assessment and review, and shall establish mechanisms to ensure that all units complete assessments and reviews based on established guidelines (see COM-FSM Program Assessment and Program Review Procedures Manual) and planning calendar. The Office of the VP for Enrollment Management and Student Services shall also facilitate training on assessments for the Student Body Association and recognized student clubs. Additionally, collaborate with the college's IRPO to explore the possibility or option of creating an account in the TracDat for

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		foundations and skills for life-long learning, critical thinking, and problem solving ILOs. Some examples of these assessments include the RHO's February 7, 2015 welcoming party, the SBA's November 14, 2014 social night participated by 219 freshmen and new students, YSO's September 9, 2014 acquaintance party, NUKAP's October 30, 2015 community outreach, and the Chuu Chok Organization's August 15, 2015 excursion. Additional examples of assessments by SBA and recognized student clubs are available in the student clubs assessment reports wiki page. (06/12/2015) **Related Documents:** Student Support Services Annual Assessments Student Support Services Program Reviews Student Club Assessment Reports	assessments of SBA and recognized student clubs. (09/16/2015)
	Descriptive Statistics - Office of the VP for Student Services shall collaborate with the Office of the VP for Administrative Services, and the Management Team to launching the second phase of the non-academic program prioritization. **Target:** Prioritization of nonacademic programs completed within the deadline established in the college's planning calendar.	**Reporting Period:** 2015 - 2016 **Target Met:** Yes The VP for Enrollment Management and Student Services (VPEMSS) sits as a member of the college's Management Team in his additional capacity as director of admissions, records and retention. With reference to the college's planning calendar for AY 2013-2018, and in support of the college's strategic plan, student support services along with other non-academic units will undergo programs prioritization review this fall 2015. (08/25/2015)	**Improvement:** VPEMSS to continue collaborating with the Management Team in launching the second nonacademic programs prioritization. (09/30/2015)
	Descriptive Statistics - Office of the VP for Student Services to coordinate with Student Life to ensure that the calendar of student activities are routinely updated to include also those activities, workshops, trainings, and forums available for students at the state campuses. **Target:** Prioritization of nonacademic programs completed within the deadline established in the college's planning calendar.	**Reporting Period:** 2014-2015 **Target Met:** Yes The calendar of student activities has been updated and in collaboration with the college's Information Technology Office, is now available or accessible online. (09/24/2015) **Related Documents:** Online Student Activity Calendar	**Improvement:** VPEMSS to continue working with the acting director of student life to ensure that the calendar of activities is routinely updated, and complete and accurate information are accessible via this calendar. (09/29/2015)

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	Descriptive Statistics - Office of the VP for Student Services to coordinate that activities, workshops, forums, and trainings have syllabi with articulated learning outcomes or objectives that directly address any one of the institutional student learning outcomes. Additionally, all activities, workshops, forums, and trainings are assessed to measure effectiveness in meeting their articulated outcomes and to identify areas for improvement. **Target:** 100% of activities, workshops, forums, and trainings have syllabi.		
2014-2015 VPSS Outcome 3 - Increase service efficiency by improving, streamlining, and institutionalizing processes and services; increasing efficiency through cross-training; and utilizing available technology for dessimination of information to students. **AUO Status:** Active **PSLO Assessment Cycle:** 2014 - 2015	**Descriptive Statistics -** Continue to extend or facilitate cross-training for staff **Target:** Cross-training for staff	**Reporting Period:** 2014-2015 **Target Met:** No The Office of the VPEMSS is yet to launch a second cross-training for staff in follow-up of the first one it launched, October 21, 2013, and ending, November 15, 2013, involving cross-training for staff in the Financial Aid Office (FAO) and Office of Admissions, Records and Retention (OARR). The cross-training program is one of the recommendations made by Dr. B. Fienman after her assessment and evaluation of the student services department. (08/20/2015)	**Improvement:** Launch another cross-training program for staff in follow-up of the October 21-November 15, 2013 cross-training by summer 2016. (09/30/2015)
	Descriptive Statistics - Continue to work on improving the department's webpage to ensure accuracy and currency of information as well as accessibility. **Target:** Webpage updated	**Reporting Period:** 2014-2015 **Target Met:** Yes Department's webpage had been updated to ensure accuracy and currency of information. (08/28/2015)	**Improvement:** Conduct a survey to test user's readability of the department's webpage. Continue to work with the college's ITO to ensure utmost accessibility of information available in the department's webpage, such as at least "two clicks" to access information. (09/30/2015)

2014-2015 VPSS Outcome 2 -

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Increase student success through early identification of at-risk students; by offering a variety of intervention that meet student needs; and improving student satisfaction; **AUO Status:** Active **PSLO Assessment Cycle:** 2014 - 2015	**Descriptive Statistics -** Collaborate with the Instructional Affairs and other AUs especially in instituting a "Student Alert Referral System" as an early intervention tool specifically for at-risk students. **Target:** Student Alert Referral System	**Reporting Period:** 2014-2015 **Target Met:** Yes Collaboration with instructors has begun with e-mails referrals of students, and a panel discussion with instructors during the March 13, 2015, workshop for faculty addressing student success, and "just-in-time intervention." A channel through instructors, counselors, and tutorial services is on going to further improve counseling and tutorial services. (08/01/2015)	**Improvement:** Institute a just-in-time alert response system especially for at-risk students, and further strengthen advising for all students especially assisting them in a pathway to graduation using a common application software. (09/24/2015)
	Descriptive Statistics - Collaborate and coordinate with Instructional Affairs primarily in designing, developing, and implementing the first-year experience seminar training program. **Target:** First-Year Experience Seminar Training Program	**Reporting Period:** 2014-2015 **Target Met:** No This is still a work in progress. The VPEMSS has been designated by the college as the primary point of contact for the partnership program with the John N. Gardner Institute for Excellence in the Undergraduate Education, one of the leaders in higher education student success in the United States. The partnership program includes: developing and implementing a comprehensive plan for students during their first years in college (Foundations of Excellence), gateways to completion, and retention performance management plan. (08/28/2015)	**Improvement:** Continue working with the college's student success committee, instructional affairs to designing, developing, and implementing the first-year experience seminar training program. (09/30/2015)
	Descriptive Statistics - Office of the VP for Student Services to coordinate with Student Life especially in conducting survey geared to determining student needs and identifying areas to further advance student engagement. **Target:** Survey on student needs and engagement administered to a probability and stratified sample of students college-wide	**Reporting Period:** 2014-2015 **Target Met:** No The Office of the VP for Enrollment Management and Student Services will continue to work with the director of student life especially in designing and implementing a survey aimed at identifying student needs and areas to further promote student engagement. (08/22/2015)	**Improvement:** Survey to be launched in August 2016. (09/30/2015)
	Descriptive Statistics - Continue to engage students especially in establishing clubs and organizations, and increased participation or involvement in co- and extra-curricular activities.	**Reporting Period:** 2014-2015 **Target Met:** Yes Students have demonstrated engagement and involvement in co-and extra-curricular activities as evidenced by registry of recognized student clubs, and frequency of requests for approval of student-hosted activities. Students through	**Improvement:** Continue works on encouraging students' engagements in co-and extra-curricular activities via student clubs. Department through student life shall continue to

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	Target: 15% increase in registered or recognized student clubs and organizations	SBA and recognized student clubs are also engaged in assessments and assessment dialogue. Examples of assessments by student clubs are available in the wiki page for student club assessment reports. (08/28/2015) **Related Documents:** Registry of Recognized Student Clubs Examples of Assessments: Student Clubs	provide co- and extra-curricular activities for the students, and maintain a calendar of student activities to ensure a coordinated launching of these activities including those sponsored by students or student clubs. (09/29/2015)