Year-End Report

2013-2014

Department: TRIO Program Student Support Services

Document Prepared By:
Department Information

Annual Updates

Internal collaborations & partnerships

- **Presentations on Campus**
  - **Developed and Facilitated Workshops (Collaboration with Counseling)**
    - Academic Success Workshops (ALL)
    - Final Exam Prep WH
    - Stress WH
    - New workshop for Counseling and Career Center Workshop Series:
      - Alcohol and Marijuana Use - WH
      - Test-Taking Strategies (presented twice) JK
      - Research is For You Workshop AMC
      - Study Abroad is For You Workshop AMC
    - **Workshop (Collaboration with Language/Thought)**
      - Writing that Outshines the Competition workshop in collaboration with Kellie Roblin - Winter 2014 AMC
  - **Dinner and Diversity**- Developed and secured funding for two events targeting ALL first generation college students on campus. We met at Subway before attending both Jose Vargas (October 2nd 2013) and Michelle Norris March 12th, 2014) lectures.
  - **Winter 2014 Learning Day**-TRiO/SSS research poster. Hosted a table and presented our poster
  - **TRiO/SSS Grant**- Completed another successful annual performance report in which we received all prior experience points. Maintained ongoing program effectiveness in required objective areas, maintained a balanced budget.
  - **Department Meetings**- Attended department meetings across the college to spread the word of our program services and disseminated referral cards to faculty. Attended two in the fall and two in the winter semesters.
  - **Search Committees**
    - Asst. Dean of SS&R, Chair(fall 2013) WH
    - TRiO/SSS counselor, Chair (April 2014) WH
    - Exercise Science (April 2014) WH
    - Developmental Math JK
    - Automotive Technology JK
    - Automotive (Job Training) JK
  - **SARS scheduling software**-WH chaired the committee selecting a new scheduling software for the college. The committee found three contenders, had them demo their products, and selected the best of the three. I completed the purchasing rfp, completed the project request with IT, and aided with the new early alert system.
  - **DAAPP**- Assisted the DAAPP committee in completing the report on college services addressing alcohol and other substance abuse issues among staff and students. WH
  - **United Way Captain** AMC
  - **NEEDS**
    - Student Support Services needs more referrals to our program from stakeholders at this institution!
External collaborations and partnerships

- **MEAPP Scholarship Reading** - Read scholarships for Student Leader Awards of TRiO students across Michigan January 2014. WH
- **GRCC Winter 2014 Hope Research Program, Summer AMC**
- **2014 MICUP Program at Michigan Tech AMC**
- **Summer 2014 UROP at the University of Michigan AMC**
- **Study Abroad in Salamanca present their research posters. AMC**
- **Scholarship reader for the national Gilman Study Abroad Scholarship AMC**
- **TRiPS: SSS staff and program students giving back to the community**
  - Kids Food Basket
  - Connor’s Night at the GR Children’s Museum
  - Cook Library Scholars – Long term experience
  - Books for Cook Library Scholars for the Holiday
  - The Power of Education Foundation – Fundraiser to support school in Port-au-Prince, Haiti
  - Ronald McDonald House – baked cookies for the families

Names of programs and services offered within the Department

The mission of the TRiO/Student Support Services Program is to increase the retention and graduation rates of its participants and facilitate the transfer process to 4-year institutions for first generation and/or low income students.

We have three Counselors and a Peer Mentor Program to assist 350 program students with an array of services. We provide academic advising, personal counseling and financial aid counseling. We offer direct financial assistance to eligible low income students.

Department Outcomes & Indicators- 4-Year Trends (data that used to measure success)

- **Annual Performance Report 2012-2013:**

  **Student Learning Outcome 1: Persistence**
  53% of all participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate and/or transfer to a 4-year institution during the academic year. **2012-2013 ACTUAL: 89%**

  **Student Learning Outcome 2: Good Academic Standing**
  79% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution. **2012-2013 ACTUAL: 97%**

  **Student Learning Outcome 3: Graduate and Transfer Rates**
1. 7% of new participants serve each year will graduate with an associate’s degree or certificate within four (4) years. 2012-2013 ACTUAL: 41%

2. 11% of new participants served each year will transfer with an associate’s degree or certificate within four (4) years. 2012-2013 ACTUAL: 33%

Faculty & Staff

Faculty/Staff Professional Development & Awards

Current Year Professional Development Activities

- Profile of a Pedophile
- Risk Assessment and Treatment
- Self-Regulation for Clients with Autism, ADHD & Sensory Disorders
- Screening Committee Training
- Search Committee Training
- Active Shooter Response
- Data Warehouse
- Risk Assessment
- TRiO/SSS Grant Proposal Workshop
- SALT

Faculty & Staff Accomplishments/Awards

- Anna Maria Clark Nominated and Received the Jerry Benham Award for Staff and Faculty on Friday, April 4, 2014.
Assessment of Student Learning

TRIO/Student Support Services

Program Outcomes:

Within the course of four years (at maximum) students will:

1. Persist from one academic year to the beginning of the next academic year
2. Graduate with an associate’s degree
3. Transfer to a four-year institution
4. Be in good academic standing

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<thead>
<tr>
<th>Program Learning Outcomes</th>
<th>ILO</th>
<th>Measure</th>
<th>Findings/Improvements/Impact</th>
<th>Status Winter 2014</th>
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<tbody>
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<td>Recognize the need to seek assistance when experiencing academic difficulties and follow through with accessing academic support programs at GRCC</td>
<td>Personal Responsibility</td>
<td>To continue measuring this outcome several events took place this past academic year (2013-2014). The survey utilized at the end of 2012-2013 academic year was distributed to all students in the SSS program closing May 1st 2014. Appreciative Advising model was incorporated into our intake process to better engage and sustain student contact with program services.</td>
<td>By way of comparison, the 2014 survey had 20 fewer participants. The survey was available for a month and I sent four “asks” by way of email and blackboard announcements. The results for 2014 were higher in the following areas: Good to Excellent - Academic Advising - Personal Counseling - Career Counseling - Assistance w/Financial Aid - Assistance w/Transfer - Assistance w/Technology - Overall Satisfaction with Services - Participation increase my academic success</td>
<td>Analyzed data and planned improvements.</td>
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Program Learning Outcomes | ILO | Measure | Findings/Improvements/Impact | Status Winter 2014
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This year be used a pre/post test to measure the effectiveness of new student orientation. The design of the orientation this year was to focus on the requirement/value of 2 SLO’s. Specifically measuring program students utilizing the program services to improve their academic performance was one of them. We had laptops set up in the multipurpose room and all three counselors were available to assist students in enrollment. We had the peer mentors set up tables for event sign ups, raffles, ect. The event was held at winter registration (Oct 2013) and again at fall registration (April 2014). The event was specifically for new students in the program. We had about 60 attend the orientation. We have about 50 attend the end of year event (both called My participation increased my connection to GRCC. Katie Hughes and Stacey Heisler both reviewed our intake process that follows the Appreciative Advising Model. Their input was valuable. Some suggestions included:
- Reduce redundancy from the application questions and intake questions.
- Expound on students current living situation (children, working, renting etc)
- When undecided, add more for “Dream” to include major/career investigation

The outcome from the pre/post test measuring students seeking advisement to improve academic performance was outstanding. Students rated higher for each item measuring this SLO at the post test. Specifically, stated they seek an advisor when changing/adding/dropping classes from a few times to all of the time. They also indicated they seek out tutoring more as well. Another significant difference was that students rated higher at the
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<td>Schedule and attend advising visits three times per semester with TRIO/SSS Advisor</td>
<td>Personal Responsibility</td>
<td>This SLO was the second measured by the pre/post test at the new student orientation.</td>
<td>The results from this evaluation were outstanding. Students indicated that seek out advisement from their SSS counselor from a few times to most or all of the time. They also indicated they participate in SSS/TRiO activities more.</td>
<td>Fall 2014: We will begin basing SSS grant awards on participation in the program (After EFC determination and academic good standing is determined)</td>
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<td>Develop and follow education plan based on transfer school and major interests</td>
<td>Critical Thinking</td>
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<td>Engage in college-wide activities and organizations, developing new skills,</td>
<td>Social Responsibility</td>
<td>We have developed Leadership Logs that we intend on utilizing Fall 2014 to measure the effectiveness of our TRiPS program in which the main</td>
<td>Ongoing</td>
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<td>gain practical experience in leadership and personal development working amongst people from different cultures.</td>
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<td>objective is building leadership experiences. Students will be provided the log and will debrief after events and reflect in their log after each service project</td>
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