

# *Student Support Programs*

**Mission, Outcomes, and Measures: June 2010**

Department	Mission Statement	Outcomes
<p style="text-align: center;"><b>Academic Advising</b></p>	<p>The mission of Academic Advising Services is to provide students with information, guidance, and support as they develop personal and educational goals. Our commitment is to help them to clarify and understand the benefit of an education plan, to think logically and analytically, to communicate effectively, to seek and evaluate information, and to act with sound judgment to reach goals in a timely manner.</p>	<p><b><u>Student Learning Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>• The student will learn how to use college catalog to understand prerequisites and sequences for completion of degree in a timely manner. Students will graduate with less than 10% overage of degree requirements.</li> <li>• Students will be able to critically and analytically sequence courses each semester and meet deadlines as established by following the college catalog.</li> </ul> <p><b><u>Operational Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>• Advisors will keep current and effectively communicate curriculum requirements for each degree as established by associate deans, coordinators, and curriculum committee.</li> <li>• Advisors will be offering one-on-one appointments or walk-ins for current or transfer students online, by email or phone.</li> <li>• *Advising will collaborate with SOAR to offer group advising by major for new students.</li> </ul>
	<b>Assessment Measures</b>	
<ul style="list-style-type: none"> <li>• Academic Advisors will receive periodic training sessions with updates from associate deans, coordinators, and curriculum committee.</li> <li>• Determine percentage of new students who declare a major and develop an education plan.</li> <li>• Students who need certain courses and prerequisites will be surveyed to see if they understand sequence.</li> <li>• Determine percentage of students who register for correct courses.</li> <li>• Increase number of students registering online.</li> <li>• Fewer repeat visits to advisors as recorded by the tracking system.</li> <li>• Increase the number of self-degree audits using CAPP.</li> <li>• Decreases wait times to see advisors.</li> </ul>		

Department	Mission Statement
<p style="text-align: center;"><b>Enrollment Management</b></p>	<p>Offices in Enrollment Management work together to provide student services that are student centered and efficient. The division supports the college and is comprised of Admissions, Registrar’s Office, Financial Aid, Academic Advising, Assessment, Student Life and Counseling. The departments provide services that are seamless, courteous, and processed in a timely manner. It is recognized that we must also strive to be a model for quality as we play an integral part in shaping the attitudes and actions of our students.</p>
	<p><b>Outcomes</b></p>
	<p><b><u>Student Learning Outcome:</u></b></p> <ul style="list-style-type: none"> <li>• Students will use college self service technology for accessing registration, financial aid, email communication, academic records, and graduation participation.</li> </ul> <p><b><u>Operational Outcome:</u></b></p> <ul style="list-style-type: none"> <li>• All departments within the Enrollment Management division will meet minimum of 85% in all areas of the student satisfaction survey for FTIC students.</li> </ul>

Department	Mission Statement	Assessment Measures
<p style="text-align: center;"><b>The Office of The Registrar</b></p>	<p>The Office of the Registrar maintains accurate student records while assisting students with the enrollment process.</p>	<p>The Registrar will collect assessment data from the following sources:</p> <ul style="list-style-type: none"> <li>• Enrollment Dashboard/Institutional Data reports.</li> <li>• Student surveys.</li> <li>• Formal and informal feedback from users of Registrar’s services.</li> <li>• State/Federal audits of student file and procedural reviews.</li> </ul>
	<b>Outcomes</b>	
	<p><b><u>Student Learning Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>• Students will be able to utilize web technology to accurately and successfully apply and register on-line. Students will locate and use the Academic Calendar and the College Catalog to manage their enrollment.</li> <li>• Students will be able to understand their program requirements and the degree award process.</li> </ul> <p><b><u>Operational Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>• Recruit and enroll a student body that is ethnically and economically diverse and representative of our Service area.</li> <li>• Provide an open access environment.</li> <li>• Maintain the academic records of all Edison State College students in compliance with applicable policies, laws and regulations.</li> <li>• Evaluate and post transfer credits.</li> <li>• Ensure compliance with FERPA regulations.</li> <li>• Conduct official degree audits on all graduation candidates.</li> <li>• Award degrees and produce diplomas for graduates.</li> <li>• Prepare and publish the College Catalog and Official College Calendar.</li> <li>• Maintain accurate data files to report to the State and Federal Government.</li> </ul>	

Departments	Outcomes
<p style="text-align: center;"><b>Counseling Services</b></p>	<ol style="list-style-type: none"> <li>1. Promote student growth and retention by encouraging positive self appraisal, appropriate choices, intellectual and emotional development, ability to relate with others and to engage if a personal satisfying and effective style of living.</li> <li>2. Assist students in overcoming current specific personal and academic problems.</li> <li>3. Provide additional services to enhance the quality of counseling services.</li> <li>4. Help students maintain psychological health and develop personally in ways that support retention.</li> <li>5. Help students overcome challenges in meeting their intellectual, interpersonal and development al goals.</li> <li>6. Develop and identify extensive on campus and community referral, intervention and outreach services.</li> <li>7. Nurture learners’ commitments to their academic goals.</li> </ol>
	<p style="text-align: center;"><b>Assessments</b></p> <ol style="list-style-type: none"> <li>1. Conduct regular assessments and evaluation to determine whether and to what degree the mission, goals, student learning outcomes are being met.</li> <li>2. Surveys will be used to gather this data</li> <li>3. Data includes numbers of students participating in the services provided.</li> <li>4. Evaluations will help to identify needs and interests in shaping directions of program and services needed.</li> </ol>

Departments	Mission Statement	Outcomes
<b>Orientation</b>	<p>The mission of orientation is to welcome all first time in college students to the Edison State College campus, assist students in the transition to the college experience through the introduction and integration of academic support and social resources, overview of College web site and online catalog, interpretation of college placement test scores and guidance when registering for course registration.</p>	<p><b><u>Student Learning Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>• Student is knowledgeable about appropriate resources that will apply to specific student success needs.</li> <li>• Student is knowledgeable about proper classes to take their first semester based upon their college placement scores.</li> <li>• Student is knowledgeable about how to access and utilize the different components of their portal account.</li> <li>• Student accepts responsibility for being an active learner in all classes and when it is necessary to seek out needed assistance.</li> <li>• Student is knowledgeable about the Official Academic Calendar and accepts responsibility for necessary actions to be taken by deadlines.</li> </ul>
	<p style="text-align: center;"><b>Assessment Measures</b></p> <ul style="list-style-type: none"> <li>• At the conclusion of every orientation, students will complete an online evaluation that “quizzes” the students to assess their knowledge gained about important policies and resources shared during orientation; students will also have the opportunity to complete a comments section of the evaluation.</li> <li>• Academic Success staff will email all students (who attended orientation) to remind them about the last day for “drop and add.” A “self-evaluation” email will be sent to students three weeks into the semester that determines “needs” for improvement with regard to time management, test anxiety, note-taking, and other study skills strategies; Academic Success Staff will respond to students with invitations for appointments or appropriate workshops.</li> <li>• All new first time in college students who attend orientation are added into the Academic Success student group email (that contain Edison emails of students who previously attended orientations); email reminders are sent to this group about importance registration, drop and add dates and withdrawal dates.</li> <li>• Retention of students who attended orientation sessions will be calculated for fall to spring retention and fall to fall retention.</li> </ul>	

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<p style="text-align: center;"><b>Assessment And Testing</b></p>	<p>Testing is considered an essential part of the college program. Edison State College will provide reliable test administration and high quality customer service in a secure testing environment for students at each campus. We will provide services and facilities that effectively move students through the enrollment process.</p>	<p><b>Learning Outcomes:</b> Students will understand the information they need to make appropriate decisions regarding testing and evaluation.</p> <p><b>Operational Outcomes:</b> Testing and evaluation of students will be timely and accurate. Increase the number of workstation/computers in P-203 &amp; P-204 by 40%. Assessment Services will develop, maintain and enhance collaborative partnerships on campus and district wide.</p>
	<b>Assessments</b>	
<p>Track # of students tested in Assessment Services.</p> <p>Track the wait times in Assessment Services.</p> <p>Evaluate Assessment Services in the enrollment process through surveys.</p> <p>Track # of complaints.</p> <p>Compare monthly/yearly # of students tested.</p> <p>Increase staff training in all areas of Assessment Services.</p> <p>Track preparation, training, organization, logistics before each peak registration period.</p> <p>Partnerships assessed through projects, meetings and reports</p>		

Departments	Mission Statement	Assessment Measures
<p style="text-align: center;"><b>The Office of Student Life</b></p>	<p>The Office of Student Life at Edison State College is committed to providing leadership opportunities to enhance the academic experience through services and diverse programming that allow students to pursue their goals and fulfill their personal, social and intellectual growth and development.</p>	<p>*Track attendance at events and programs.            *Increase marketing events through group emails, information tables, and distribution of event calendars.            *Assess student leadership developments through surveys. The surveys will be a combination Likert format and also include an area for written comments.</p>
	<b>Outcomes</b>	
	<p><b><u>Student Learning Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>• Cognitive Complexity: Develop critical and reflective thinking skills; constructively manage controversy and conflict; be open to change</li> <li>• Knowledge acquisitions, integration and application: Understand theories of leadership (acquisition); connect knowledge of leadership to current/future activities (Integration); relate knowledge of leadership to daily life (application); be committed to lifelong learning; gain knowledge of diverse groups</li> <li>• Humanitarianism: Practice humanitarianism skills; trust, respect, empathy, social responsibility; value cultural competency; understand and appreciate human differences</li> <li>• Civic Engagement: Engage in principled dissent; Create effective change; Develop civic awareness, responsibility, and engaged citizenship</li> <li>• Interpersonal and Intrapersonal competence: Gain knowledge about themselves; apply self-knowledge, confidence, congruence, ethics and integrity, commitment, manage emotions; work effectively in collaborative fashion and value interdependence.</li> <li>• Practical Competence: Practice personal leadership skills, goal-setting, effective communication, appropriate risk-taking, role-modeling, facilitating group processes; develop group leadership skills, group goal-setting, develop peers, value recognition, and organizational sustainability</li> </ul> <p><b><u>Operational Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>• To increase the number of clubs and organizations by 5% each year.</li> <li>• To increase the number of programs and activities offered by 5% each year.</li> <li>• To increase student participation in workshops and activities by 5% each semester. This will be accomplished through increased marketing events through group emails, information tables, distribution of event calendars and class presentations.</li> <li>• Assess student leadership developments through surveys. The surveys will be a combination Likert format also includes an area for written comments.</li> </ul>	



Departments	Mission Statement	Outcomes
<b>Financial Aid</b>	<p>The Office of Student Financial Aid strives to provide financial assistance to the students of Edison State College in order to remove the real or perceived financial barriers to achieving their educational goals. We provide students and their families with information, guidance and support in the pursuit of that assistance. As part of that support we also work to continue the College's eligibility to provide that assistance. The information, guidance, and support is will be provided in a friendly, courteous way and in a timely manner.</p>	<p><b><u>Student Learning Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>As a result of our outreach efforts students and families will demonstrate an understanding of the importance of their part of the financial aid process.</li> </ul> <p><b><u>Operational Outcome</u></b></p> <ul style="list-style-type: none"> <li>As a result of improved and more efficient processing of financial aid applications assistance will be provided on a timelier basis</li> </ul>
	<b>Assessment Measures</b>	
<ul style="list-style-type: none"> <li>Increased number of financial aid application from previous year.</li> <li>The time period between receipt of applications and awarding will be less than the previous year.</li> </ul>		

Departments	Mission Statement	Outcomes
<b>Adaptive Services</b>	<p>The mission of Adaptive Services is to support the college in its efforts to provide physical and programmatic access to students with disabilities. This is carried out within the overall goals and mission of the Edison State College.</p> <p>Adaptive Services provides academic accommodations for students with a documented, permanent or temporary physical, mental or sensory disability. By providing reasonable academic adjustments based on an individual's need for services, Adaptive Services assists students in pursuit of their academic goals at Edison State College.</p>	<p><b><u>Student Learning Outcomes:</u></b></p> <ul style="list-style-type: none"> <li>• Support students' self advocacy skills as evidenced by students' coordination of accommodations with faculty.</li> </ul> <p><b><u>Operational Outcome</u></b></p> <ul style="list-style-type: none"> <li>• Produce a district accommodations manual for use by students, faculty and community.</li> </ul>
	<b>Assessment Measures</b>	
	<ul style="list-style-type: none"> <li>• 85% of the documented students will send out accommodation emails to the faculty via the Adaptive Services office in conjunction with the student during the first four weeks of the semester.</li> <li>• A district wide manual resource guide will be available.</li> </ul>	

Departments	Mission Statement	Assessment Measures
<p style="text-align: center;"><b>Department of Academic Success</b></p>	<p>The Department of Academic Success at Edison State College is committed to providing programs and services that support students in achieving their academic and professional goals.</p>	<ul style="list-style-type: none"> <li>* Track attendance of participants in AccuTrack.</li> <li>* Student Surveys</li> <li>* Track course completion and GPA of participants</li> <li>* Track Professional Development Attendance</li> </ul>
	<p><b>Outcomes</b></p> <p><u><i>Student Learning Outcomes:</i></u></p> <p><u><i>Operational Outcomes:</i></u></p> <ul style="list-style-type: none"> <li>• To increase the number of students participating in Academic Success Centers (Writing, Math, &amp; Communications) by 10% each year.</li> <li>• To increase the number of workshops offered by 5% each year.</li> <li>• To increase student participation in workshops by 5% each semester.</li> <li>• Implement Tutor Training Certification through (ITPC) International Tutor Program Certification on all campuses</li> <li>• Develop reports utilizing the new AccuTrack database</li> <li>• Collaborate with Student Services to develop a plan to assist students on academic probation</li> <li>• 100% of staff will participate in at least one non-Edison Professional Development Activity</li> </ul>	