

Annual Report 2007 - 2008

Part 1

Section A

Unit Information

Unit:

SSS

Mission Statement:

Section B

Unit Goals within Last Year's (2006-2007) Report

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Strategic Goal 2, The Student Community

Unit Goal

Goal for 2007-2008

Support the educational experience for first generation, low-income students, and students with disabilities to complete post secondary education.

What actions have you taken to achieve this goal?

Student Support Services has provided services such as workshops to enhance learning outside the classroom. These workshops have been presented by Career Services, Testing and Assessment, Center for Academic Achievement, Multicultural Development, Health and Wellness, Counseling and Psychological Services, Financial Aid, and a registered Dietician on campus, just to name some of the activities made available to our students in the 2007-08 school year. We have provided cultural opportunities with free tickets to the Broadway Palm Dinner Theatre. We have a computer lab available exclusively for SSS students, along with free printing. Our resource lending library offers general education textbooks on loan for one semester, laptops available for up to five days, and TI-83 calculators on loan for one semester. Our Peer Advocate Program encourages active participation in the program by matching up current members of SSS with new members to make them feel welcome in SSS and the FGCU community. By participating in the Peer Advocate program, students are eligible for grant aid if they are already receiving a Pell grant after having submitted a FAFSA. Mid-term progress reports are a means for the SSS staff to meet with students to discuss their academic progress to that point after receiving grade reports from professors. Student Support Services also hosts information sessions to acquaint potential transfer students with the opportunities that exist at FGCU and in the SSS program.

What measures have you taken towards assessment of this goal?

Evaluations are always handed out to students at the end of a workshop for their feedback. End of semester/end of year evaluations of the SSS program are to be completed by each participant. The Advocates of the Peer Advocate Program meet halfway through the semester to assess and discuss the situations they have encountered with the program and are also asked to give written feedback at the end of the semester. Mid-term progress reports are used to track persistence and GPA. The participants in transfer sessions are also asked to complete an evaluation at the end of the presentation.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

The anticipated completion date is at the end of each semester. Evaluations of workshops and the SSS program, including the Peer Advocate Program, have been favorable. Some workshops have been better received by the students than other workshops and this usually results in a continuation of that workshop at another date.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The Peer Advocate Program has made some changes based on student feedback. Workshop evaluations have given us valuable feedback as to what the students would like to see in future workshops. Suggestions made on end of semester/end of years evaluations have resulted in changes made to forms and other documents we use in the office.

Section C

Program or Service Specific Assessments

What program or service specific assessment occurred in the current academic year?

Assessment is an on-going process by the SSS staff and takes place always after attending TRiO training or a conference as the director and assistant director did when they attended the SAEOPP conference in Atlanta in February 2008. SAEOPP is the regional organization for the TRiO programs.

How were the results of the assessment used to improve programs or services?

Forms such as applications, mid-term progress reports, new student intake interviews, new workshops focused on the holistic development of students have all been developed as a result of assessment.

Section D

Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2007-2008](#). Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)

The SSS unit addresses Goal II - the underrepresented student population. Our division serves students who are first generation in college (neither parent/legal guardian has a bachelor's degree), low-income as defined by guidelines set forth by the Federal Government, and students with a documented disability. Our Annual Performance Report shows that we are serving a 2/3 majority of both first generation in college and low-income as required by the SSS grant.

Part 2

Section A

Unit Goals for Coming Year (2008-2009)

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Strategic Goal 2 - The Student Community

Unit Goal

Goal for 2008-2009

Support the educational experience for first generation, low-income students, and students with disabilities to complete post-secondary education.

What action(s) will you undertake to achieve the goal?

Expand grant aid opportunities to eligible SSS participants based on federal guidelines and program participation. Create partnerships between FGCU and SSS/Outreach programs participants to assist with college expenses including housing , tuition, books, and transportation costs. Increase program services to participants to include cultural activities, educational trips, and expand the resource lending library.

By what means will you assess goal achievement?

Student Support Services will track the academic progress of each program participant and evaluate program accountability for student involvement in workshops, educational trips, cultural activities and program services.

How will you know if you have successfully attained each goal?

The SSS Performance Report outcomes will have been met based on objectives set forth by the Department of Education. The program objectives include academic progress, persistence rate, and graduation rate of the program participants. Program evaluation will be distributed to program participants to measure program quality.

How will the results of the above assessments be used to improve student learning or services?

Student involvement will increase allowing staff members to have more contact with program participants. More students will be eligible for grant aid to help decrease the financial burden of college expenses. Additional workshops, educational trips, and cultural activities will enrich program participants.

Section B

Resources

What additional resources have you requested and received a commitment for during 2008-2009 from your area VP or the President that is based on your analysis of assessment data for 2007-2008?

Student Support Services requested \$10,000 to bring the grant into compliance with the Department of Education requirements. The Department of Education requires a 33% institutional match each year of the SSS grant. The SSS grant aid is approximately \$30,000 annually.

Section C

Assessment Plans

What assessments are you planning to conduct during 2008-2009?

Student Support Services will continue to assess student progress with the Mid-term Progress Report; student satisfaction by asking for feedback on the end of semester/end of year evaluation; student evaluations concerning workshops; feedback from transfer session participants; the SSS Annual Performance Report.

Section D

Coming Year - Strategic Plan Contributions

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