# 2018-19 - Division Level - Student Services Outcomes & Assessment – Access

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| ***Access Data*** | ***Baseline (2017-18)*** | ***Target*** | ***Actual Data*** | ***Progress*** |
| Enrollment (% of state allocation) | *96%* | *105%* | *2018-19:* ***94.19%*** | **** |
| *2019-20:* | *--* |
| *2020-21:* | *--* |
| *2021-22:* | *--* |
| *2022-23:* | *--* |

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| *Based on interactions with StuSvcs, students will be able to…* | *VPSS Synthesis of department level assessments to include:*   * *Successes* * *Impact of changes* * *Opportunities* | *Description of planned changes for next year* |
| Apply for Admission | **Successes**   * Personalized service across the division to help a student though this process * O&R Increased staffing due to 1000 aerospace funding for engineering * Open House * Transitioned to online application for selective admission * Increased presence at off campus events (both O&R and WFD) * The college is regularly invited back to off-campus events like college nights at local high schools * Departments outside of O&R and WFD regularly engage off-campus recruiting style events * Change in perception of job and community fairs as potential recruiting events   **Impact of changes from prior year**   * Degree Audit changes for conditional admit students appreciated by staff and students. * Personalized admission checklist (for general students and specific for veterans) appreciated by students and reduces workload for SSNs * Evening testing created enrollment opportunities for ECE students * Nursing info session are popular and attendance is increasing   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service | * Full implementation of Radius software including communication plans * Begin tracking conversion rates for outreach events * Full implementation of online selective admission process for all programs * Expansion of evening and weekend hours * Revise WFD Orientation/Intake * Need additional staffing in health sciences advising * Implementation of student surveys * Improve data collection and analysis |
| Register for Classes | **Successes**   * Personalized service across the division to help a student through this process * Building sample schedules for engineering students * NSO   **Impact of changes from prior year**   * PIN randomization for CAM complex and not yet well understood by students * New placement method working smoothly * Email notification of quarterly important deadlines prompting student action   **Opportunities**   * Data analysis still emerging in all departments * Some transition needed from transactional service to a teaching service * Need for surveys to determine student perception of service * Consistency of “advising checklist” with all students both general and specialty population * Drive more students to use online registration; with recognition this will not fit all * Online NSO | * Launch online NSO * Continued refinement of CAM * Consistency of Information * Implement Degree Planner in LEGEND * Improve use of referrals in LEGEND * Improve data collection and analysis * Implement student survey |
| Pay for Classes | **Successes**   * Personalized service across the division to help a student through this process * FinAid invited back over multiple years to present about FAFSA/WAFSA at local high schools * All schedule printouts at ES include information about when tuition is due * Quick review of residency available to students * Multiple areas giving out the WFD funding survey * FinAid disbursed $10.5 million dollars in aid to 1,516 students; reviewed 3,794 applications. * Successful shepherding of PTK scholarship process; Assistance with scholarship applications * Hosting CBOs on site   **Impact of changes from prior year**   * Increases in emergency grant led to improved student outcomes * Info. published on webpage regarding financial literacy but data about effectiveness lacking   **Opportunities**   * Data collection and analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * Code WFD surveys to know where they originated * Add “check residency status” to advising checklist | * Financial Literacy as part of NSO * Adjust LEGEND speed notes as necessary * Improve data collection and analysis * Implement student survey |
| Declare Major/Program of Study | **Successes**   * Change of program form available online * ES changes students’ programs based on classes of record as needed * Referrals to advising support when classes/program do not match and prevent FA awards * Entry interviews/intake processes to determine educational goals * Student Lingo workshops * Personalized service across the division to help a student through this process   **Impact of changes from prior year**   * N/A   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * Adding career goals to advising checklist * Identifying point person for undecided students | * Consistency in services via an advising checklist * Improve data collection and analysis * Implement student survey |
| Have Academic Plan on File | **Successes**   * Personalized service across the division to help a student through this process * SMS coding of Guided Self-Placement * Monitoring of academic plan by staff * Academic planning workshops & individual appointments with staff * NSO   **Impact of changes from prior year**   * Work-around of uploading PDFs to LEGEND not ideal as students don’t have access   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * Implement Degree Planner for LEGEND * NSO satisfaction survey | * Implement Degree Planner * Improve data collection and analysis * Implement student survey |
| **Have a Success Plan on File** | **Successes**   * Personalized service across the division to help a student through this process * Use of LASSI & needs assessment in TRiO * Intake process in WFD & referral to CBO process   **Impact of changes from prior year**   * Only 3% of new students have a success plan in legend * LEGEND referrals inconsistent   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * Need for updated software and hardware in assessment center to accommodate the needs of students. * Training and consistency of LEGEND for referrals * Training and consistency of LEGEND for success plan | * Upgrade to Pearson VUE 10 in assessment center * Provide training and clear expectations about use of LEGEND for referrals and success plans * Improve data collection and analysis * Implement student survey |

**The work of Access related to Mission Fulfillment:**

* Overall, the student services division finds strength in personalized service to students at the point of access. A common, and appreciated, sentiment from students is that at LWTech they felt like a person, not a number. The division perceives providing access to students as the first step in the workforce training (inclusive of transfer options) needed to prepare a student for current career or future opportunity.

# 2018-19 - Division Level - Student Services Outcomes & Assessment – Navigate

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| *Navigate Data* | *Baseline*  *(Fall 2016 to Fall 2017)* | *Target* | *Actual Data* | *Progress* |
| Persistence (% degree seeking students remaining enrolled from Fall to Fall) | *59.9%* | *65%* | *Fall 2017 to Fall 2018:* ***55.7%*** | **** |
| *Fall 2018 to Fall 2019:* | *--* |
| *Fall 2019 to Fall 2020:* | *--* |
| *Fall 2020 to Fall 2021:* | *--* |
| *Fall 2021 to Fall 2022:* | *--* |

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| *Based on interactions with StuSvcs, students will be able to…* | *VPSS Synthesis of department level assessments to include:*   * *Successes* * *Impact of changes* * *Opportunities* | *Description of planned changes for next year* |
| **Register for Classes** | **Successes**   * Personalized service across the division to help a student through this process * ES webpages provide accurate and easy to access information * Automated SMS jobs assign advisor based on program of study * Interactive Advising Info Days sponsored by student programs * TRiO, WFD, SDS, ES; all sending reminder email to students about process and dates * In person appointments offered to students to ensure support * Connecting ERC to ongoing needs of the student   **Impact of changes**   * PIN randomization for CAM complex and not yet well understood by students * New placement method working smoothly * Email notification of quarterly important deadlines prompting student action   **Opportunities**   * Data analysis still emerging in all departments * Some transition needed from transactional service to a teaching service * Need for surveys to determine student perception of service * Consistency of “advising checklist” with all students both general and specialty population * Drive more students to use online registration; with recognition this will not fit all * Use faculty referral in LEGEND at the end of advising sessions | * Continued refinement of CAM * Improve consistency of information (ie use an advising checklist) * Implement Degree Planner in LEGEND * Improve use of referrals in LEGEND * Improve data collection and analysis * Implement student survey |
| **Follow Academic Plan** | **Successes**   * Personalized service across the division to help a student through this process * SMS coding of Guided Self-Placement * Monitoring of academic plan by staff * Academic planning workshops & individual appointments with staff * Teaching students to use degree audit to stay on track * Saving plans in LEGEND for staff to access in multiple departments   **Impact of changes from prior year**   * Work-around of uploading PDFs to LEGEND not ideal as students don’t have access   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * Implement Degree Planner for LEGEND * NSO satisfaction survey * Long wait times to see a Health Sciences advisor | * Implement Degree Planner * Improve data collection and analysis * Implement student survey |
| **Follow Success Plan** | **Successes**   * Personalized service across the division to help a student through this process * Timely responses to requests for: appointments, transcripts, funding reevaluations, VA paperwork assistance, etc. * Use of AIM for DSS (including accommodated testing; over 400 in academic year) * Student Lingo and one-on-one meetings regarding success strategies * Follow up on flags in LEGEND   **Impact of changes from prior year**   * Only 3% of new students have a success plan in LEGEND * LEGEND referrals inconsistent   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * Training and consistency of LEGEND for referrals, success plans, flags * Add “review of support services” to LEGEND speed notes * Lack of ongoing Counseling services on site | * Upgrade to Pearson VUE 10 in assessment center * Provide training and clear expectations about use of LEGEND for referrals and success plans and flags * Encourage student use of LEGEND * Adjust LEGEND speed notes as necessary * Improve data collection and analysis * Implement student survey |
| **Engage with College Community** | **Successes**   * Personalized service across the division to help a student through this process * Use of kudos in LEGEND * Use of space such as Vet Center and RISE to promote community * Social Media presence and Live at the Lake * Robust club involvement * Celebrations supported for student achievements (honors receptions, PTK inductions, Phoenix dinner, TRiO end of year event etc) * Significant and robust activities and events for students throughout the year * Referrals to other resources as needed throughout the student’s enrollment * Use of Canvas for sharing information and announcements with selected student populations * Veterans luncheon   **Impact of changes**   * Meditation room used regularly * DEN used regularly   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * Add “review of support services” to LEGEND speed notes * 2018 CCSSE data show that only 40% of students report the college emphasizes quite a bit or very much providing the support needed to thrive socially; 80% of students report they spend no hours participating in college-sponsored activities. * Add student conduct info to NSO * Add RISE and ASG to referrals in Legend | * Adjust LEGEND speed notes as necessary * Full implementation of TutorTrac * Reflect on campus programming and adjust as needed * Improve data collection and analysis * Implement student survey |

**The work of Navigate relates to Mission Fulfillment:**

* Overall, the student services division finds strength in personalized service to students as they navigate the college experience. Additionally, the robust connections between departments within the division improves the ways in which students are served. The division perceives ensuring students can navigate throughout their time as a student as an essential component to the workforce training needed to prepare a student for current career or future opportunity.

# 2018-19 - Division Level - Student Services Outcomes & Assessment – Exit

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| *Exit Data* | *Baseline*  *(Fall 2014 cohort)* | *Target* | *Actual Data* | *Progress* |
| Completion (% degree seeking students graduating after 4 years) | *43.9%* | *50%* | *Fall 2015 cohort:* ***44.8%*** | **** |
| *Fall 2016 cohort:* | *--* |
| *Fall 2017 cohort:* | *--* |
| *Fall 2018 cohort:* | *--* |
| *Fall 2019 cohort:* | *--* |

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| *Based on interactions with StuSvcs, students will be able to…* | *VPSS Synthesis of department level assessments to include:*   * *Successes* * *Impact of changes* * *Opportunities* | *Description of planned changes for next year* |
| **Complete LWTech Credential** | **Successes**   * Personalized service across the division to help a student through this process * Awarding certificates at graduation automatically * Moved some ES forms online; improved explanation of process online * Individual appointments offered in multiple areas (Vet Svcs, TRiO, WFD, SDS) to go over process, check progress, fill out paperwork   **Impact of changes**   * Quarterly graduation workshops provide clarity to students * Online forms provide better service to students   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * Add “apply for all eligible certs” to LEGEND speed notes | * Adjust LEGEND speed notes as necessary * Implement Degree Planner in LEGEND * Improve data collection and analysis * Implement student survey |
| **Celebrate LWTech Credential** | **Successes**   * Personalized service across the division to help a student through this process * 294 students participated in the commencement ceremony (24% of eligible students) * Folks from across the division staff the Commencement ceremony * 11 pinning ceremonies supported * Cords for academic achievement and program participation * Strong encouragement for students to attend the ceremony   **Impact of changes**   * Saturday ceremony had mixed results   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service | * Redesign Commencement processes including move back to Friday * Improve data collection and analysis * Implement student survey |
| **Engaged in Employment or Additional Education** | **Successes**   * Personalized service across the division to help a student through this process * Tracking ENGR students (for 1000 aerospace grant) with intent to transfer * Prioritize processing for students who need to take state board exams * Certification testing offered in Assessment Center * Strong referrals to ERC from across the division * ERC provides multiple workshops, classroom presentations, and one-on-one appointments * HIRE Lions job board * Transfer advising for students throughout their time of enrollment happens in some pockets * Job fairs in partnership with WorkSource and/or on campus partners   **Impact of changes**   * Redesigned connection between ERC and outreach seems to be improving off campus connections   **Opportunities**   * Data analysis still emerging in all departments * Need for surveys to determine student perception of service * Some transition needed from transactional service to a teaching service * New software for job board * Move transfer advising for students throughout their time of enrollment; waiting until the end is too late for this conversation * Add “transfer advising” to speed notes in LEGEND | * Adjust LEGEND speed notes as necessary * Research alternative job board software * Improve data collection and analysis * Implement student survey |

**The work of Exit relates to Mission Fulfillment:**

* Overall, the student services division finds strength in personalized service to students as they transition to additional education or employment. Broadly, the division sees credential attainment and employment as the key to transforming the lives of our students and, in turn, their families. The division perceives assisting a student in successfully exiting the college (both to employment and additional education opportunities) as the final step in the workforce training needed to prepare a student for current career or future opportunity.

**Budget Prioritization:**

Based on the info above, the following themes have emerged and will inform our division budget request priorities:

* Additional SSN for Health Sciences
* Counseling services in some form
* Implementation of Degree Planner

**Analysis of success/usefulness of this tool:**

* Some areas and scope of work not reflected in the assessment tool
* More instructions are needed for department level assessments; for example, clarification related to access to a program compared to access to the college
* The division as a whole is emerging with understanding of different types of data and when each is most relevant: (a) did an activity occur y/n; (b) what was the participation/attendance like at the activity; and (c) what was the quality/effectiveness of the activity
* There should also be considerations related to: tracking v. benchmarks, assessing by department v. assessing by function, and being focused on what we do v. focused on what we should do
* Missing from the assessment at this time are more ties to employment as an outcome, how to handle basic skills students, committee work, general grant writing, supervision, etc.
* Items that need quick fixes on the assessment:
  + Move transfer advising to earlier as it should be part of navigate as it is with CAM
  + More descriptive text to clarify intent of categories
  + Remove duplicate areas
  + Provide more comprehensive examples

**Student Services Leadership Tactics (drawn from the description of planned changes above)**

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|  | **Tactics** | **Responsibility** | **Alignment** | **How will we know the tactic was successful?** |
| **Access** | Full implementation of Radius for O&R including communication plans | Casey & Amber | In Progress – to be mapped at future StuSvcs Leadership meeting | |
| Refine online application for selective admission purposes | Larisa |
| Continue to implement and improve NSO, launch an online NSO option, add financial literacy | Katie & Shelia |
| Revise WFD Orientation/Intake Process | Demetra & Jayne |
| Provide training on referral function in Legend to staff & provide additional information/training to staff on resources | Katie |
| Remain in compliance with DEL licensing regulations | Heather |
| Identify Data collection and analysis methods | Ruby |
| Survey students after events/workshops/service | All |
| **Navigate** | Develop more structured advising appointments with the use of student success plans in Legend | Katie & Mony |
| Update/change Legend Student Success Plan (meeting with a student checklist) to ensure all advisors are meeting the division outcomes and engaging in best practices | Katie & Mony |
| Continue to implement and improve CAM campus wide | Katie |
| Maintain compliance with state/federal FinAid guidelines | Kim & Abby |
| Upgrade to Pearson VUE 10; new computers for assessment center | Larisa |
| Full implementation of TutorTrac | Erin & Tien |
| Identify Data collection and analysis methods | Ruby |
| Survey students after events/workshops/service | All |
| **Exit** | Revise Commencement procedures; move back to Fridays | Sheila |
| Research replacement for current job board software | Demetra & Amber |
| Implementation of Starfish Degree Planner software | April & Katie |
| Identify Data collection and analysis methods | Ruby |
| Survey students after events/workshops/service | All |

SP = Strategic plan. Example SP-G2S4 = Strategic Plan, Goal 2, Strategy 4

VPSS = Vice President of Student Services. Example VPSS-G1 = Vice President of Student Services, Goal 1

CT = Core Theme, Example CT-SA = Core Theme, Student Achievement