

## **AGENDA**

*The Mission of Student Success is to encourage, research, document and support the persistence and retention of students and to provide guidance to the President's Budget Council for a collaborative approach to establishing priorities and determining strategies.*

- I. Binder Assembly
- II. Chosen Equity Goals to Take Forward From Equity Excerpts
- III. Chosen Goals from Initial 06/07 Goals
- IV. Student Satisfaction / Success / Knowledge Survey
- V. Sharing Research Agenda With Enrollment Management
- VI. Need to Make Correction on 06-07 Goal From Matriculation Coordinator to Senior Matriculation Specialist (Consideration for Future Goal)
- VII. Recommendations for Next Meeting

## **NOTES**

**Meeting conducted by:** Lise Telson, Vice President for Student Services

**Members in attendance:** Joyce Seminak, Brook Thomas, Don Mineo, Patti Weekes, Carolyn Kuykendall, Tony Lipold, Steve Handa, Linda Gleason

### **I. Binder Assembly**

Committee reviewed binder format. Binders will be kept in the same order for easy reference. Equity excerpts should be located in the binder following the Equity Plan. On the occasion that a member leaves the committee they will return the binder. A question was raised regarding the mission statement. The committee decided to individually consider how the statement may be changed and come prepared to finalize a statement at the November 9th meeting.

Carolyn Kuykendall will be in Oxford, England for the study abroad program from early March through mid June. She will communicate with the Group via email.

*Action:* JoAnn Alford will be asked to report on the Student Success Conference she is attending today, at the November 9<sup>th</sup> meeting of the SSPG.

## **II. Chosen Equity Goals to Take Forward From Equity Excerpts**

Goals were considered for inclusion in the 2007/2008 plan or the 2008 – 2010 plans. The premise for these goals previously selected by the SSPG is based on the research documentation found in the Saddleback College Student Equity Plan of May 2005. Some areas such as further research will overlap Planning Groups. Several goals are both the pervue of Student Success and Enrollment Management.

- *Student Success and Access*

1. Fund an additional \$30,000 for outreach/retention activities such as: Welcome Day, Ambassador Program classroom visits promoting free tutoring, promotion of services, etc. Lise Telson explained that this crosses into Enrollment management and both planning groups should consider it as a 07-08 goal. The \$30,000 budget will include hiring and training more student Outreach & Retention workers. How Outreach & Retention services on campus fit into the mission of persistence and retention was discussed. The committee did not make a decision yet to carry this goal forward. The Group agreed that Chair Telson should bring this goal to the attention of the Enrollment Management Planning Group and perhaps the two planning groups could share it.
2. The group agreed to carry forward the goal to translate, produce and disseminate more and better outreach information in Spanish and to continue equity and awareness activities and programs.

**ACTION:** Lise Telson to encourage Enrollment Management Group to consider supporting the goal of funding the Outreach & Retention Department to improve and strengthen both outreach & “inreach” to our own students.

- *Course completion*

The Committee discussed goals to:

1. Improve the course completion of below average students.
2. Use intervention & student support programs to improve course completion.
3. Encourage greater use of Counseling and the new “My Academic Plan” online resource.

The goal to encourage greater use of Counseling may be a crossover area involving the Enrollment Management Planning Group especially as it pertains to increased “Applied Psychology Class” offerings.

- *ESL and Basic Skills Completion*

Of the previously identified goals in this area two have been funded. They are in progress and will benefit students through continuing improvement and support.

1. Grant and support money to ESL, Basic Math. (in progress)

2. Develop additional instruction in Basic Math & Basic English and expand tutoring service. Including assistance with computer competencies. (in progress)
3. Research to determine persistence, retention, and outcome of zero unit, and credit ESL students. The goal to increase the number of zero unit ESL classes at Saddleback College and also to encourage more students to enroll in zero unit classes was carried forward. These classes meet the needs of students who may feel intimidated to come into core classes because of weak skills. Follow-up data on how many of these students subsequently enroll in credit courses could be included in persistence research.
4. The Group agreed to carry forward the goal to increase the number of students enrolled in EOPS/CARE/Cal Works programs by 20%. The 20% recommendation is supported by a 2% increase in BOG Waivers this year and doubling of BOG Waiver students in the past. Since growth in the EOPS eligible community members is higher, greater efforts to recruit and help students begin the EOPS Program is very important and practical to do now. We have students here that can meet the EOPS requirement and should be recruited to start the program.

- *Degree and Certificate Completion*

Steve Handa gave a brief update on My Academic Plan “MAP”. Counselors are fine tuning it now. Glitches must be worked out. The program is designed for students that know what their goals are and have selected a major, or are exploring various majors. The program forces the selection of a major. The information in the program is populated with the student’s transcript. In the future once a student has completed his/her part of the MAP program, a phone consultation may be set-up with a Counselor. The program helps students organize relevant information before they come in to see a Counselor. Brook Thomas, student representative on the Group, emphasized easy access and easy use of the program will be extremely important from the students view.

The Committee discussed the following goals relating to *Degree and Certificate Completion*:

1. Utilize the newly developed “My Academic Plan” to increase the number of students receiving assistance and enhance counseling services.
2. Identify probation and disqualification student and provide services to improve retention and student success.
3. Implement on-line self evaluation tool to determine readiness for online classes.
4. Utilize amongst all programs on campus the Student Service Referral forms.
5. Provide drop-in counseling and basic referral to students for assistance during key times at the Village.

6. Develop & utilize a college hour for cultural, historical equity-awareness.
7. Notify departments/instructors of their students who are majors.
8. Year-round increased awareness of Degree and Certificate completion.

**ACTION:** Lise Telson will discuss with Raj Vurdien notification to departments/instructors of students who are majors.

**ACTION:** Lise Telson will support Lisle Humphrey (Outreach & Retention Department) in her work to provide support to Village students.

#### *Transfer*

The Committee discussed:

1. Year round transfer counseling support services.
2. Year-round increased awareness of transfer center resources to Saddleback College & local high school students.
3. Increase support to 1<sup>st</sup> generation college students to help prepare for transfer.

### **III. Chosen Goals from Initial 06/07 Goals**

- Three goals were adopted from the “Student Success: Goals and Strategies 2006 – 2007” document to be included in the PBC 06/07 approved plan. They are under the strategic direction to increase student retention and persistence as follows:
  1. Increase communication with Students.
  2. Hire a Full time Matriculation Coordinator (changed to Sr. Matriculation Specialist by PBC).
  3. Conduct research study to determine characteristics of at-risk students at Saddleback College.

Additionally, the Spring Welcome Back Day (Goal #5) to introduce and reinforce students, exposure to/and use of services has been referred to the Outreach and ASG Departments.

### **IV. Student Satisfaction / Success / Knowledge Survey**

Software purchased by the Institutional Effectiveness Committee can be used for surveys. Regarding a college wide survey, the Student Services Leaders Council unanimously agreed that the College must take action this year. PBC agreed and asked for a recommendation from SSPG, who also agreed unanimously. Andreea Serban, Vice Chancellor Technology & Learning Services, will spend half a day leading a retreat with SSLC and SSPG; who will come together and design a survey model. The committees will preview ideas / survey models before they meet for the in-service with Andreea. Data from this survey will be very useful for SSPG. Also, specific questions from the overall survey may be used to pull out relevant data for SLO/AUO’S and Program Review.

Kris Leppien-Christensen is knowledgeable and may be asked to help with the design.

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Presidents Conference Room • 2:30 – 4:00

The Emeritus group *must be* a separate survey or data will be corrupt. Andreea suggested a survey could be given to Emeritus that only has specific questions.

**ACTION:** Lise Telson will ask Emeritus if they want to have a survey.

**ACTION:** Lise Telson and Andreea Serban will coordinate a survey workshop for SSLC and SSPG.

**ACTION:** A budget for the survey, including but not limited to, materials, a faculty stipend, and project specialist who will get surveys to and from the classes, will be presented to PBC for approval.

**ACTION:** Lise Telson will construct a budget and present it to the President's Budget Council.

**Next meeting:** November 9th

**Student Success Membership**

Jo Ann Alford	Matriculation Coordinator
Linda Gleason	Academic Senate
Steve Handa	Counselor
Paula Jacobs	Learning Disabilities Specialist
Carolyn Kuykendall	Academic Senate
Tony Lipold	Dean / Athletic Director
Connie McClain	Classified
Don Mineo	Classified
Yvonne Powell	Assistant Dean
Brook Thomas	Student
Patti Weekes	LAP Director

Lise Telson

VP for Student Services