

Student Success Center Assessment Report for the 2004-2005 Academic Year

Expanded Statement of Institutional Purpose	Program Intended Educational Outcomes	Means of Program Assessment and Criteria for Success	Summary of Data Collected	Use of Results
<p><u>Mission Statement:</u> SUU is a comprehensive regional institution committed to providing an excellent education through a diverse, dynamic, and personalized learning environment.</p> <p><u>Goal Statement:</u> All SUU students will exemplify the core values of the institution, namely: academic excellence, community and social responsibility, ongoing involvement with campus and community activities, and demonstrated personal growth</p>	<p>1. Students participating in university orientation will become better acquainted with academic requirements, campus services, and the core values of the institution.</p>	<p>1a. The effectiveness of modified methods of information delivery during orientation will be assessed through the orientation evaluation; the average evaluation score for items related to information acquisition will be no less than 4.0 on a 5 point Likert scale.</p> <p>1b. Academic Advisor feedback related to the preparedness of students will show an improvement in student preparedness when they meet with advisors for course registration.</p> <p>1c. All students attending orientation will be oriented to the online/web-based information services.</p>	<p>1a. For orientation programs held during the 04-05 academic year, the average scores on items dealing with information acquisition ranges from 4.3 to 4.8.</p> <p>1b. Anecdotal feedback from all advisors indicates that students are better prepared to make decisions about their academic schedules</p> <p>1c. 100% of students attending orientation are required to demonstrate that they know how to log into the student information system, effectively navigate its components, and retrieve information.</p>	<p>1a. Results are used for program review and modification.</p> <p>1b. Feedback will be used to ascertain the effectiveness of group and individual advising sessions during orientation.</p> <p>1c. Some of the processes that occur during orientation may become web-based with verification that all students know how to access and transact on the internet.</p>

	<p>2. Students receiving academic advisement through the center will register for appropriate courses and learn how to take appropriate steps to successfully navigate the university.</p> <p>3. Students will be offered centralized, open access tutoring services that cover a majority of academic subjects on campus.</p>	<p>2a. Evaluation of Student Success Center advisors will be ascertained by the academic advising survey; average evaluation scores on items related to services and outcomes will be no less than 4.0.</p> <p>3a. An overall increase of 1000 duplicated student contacts for the year will show an increase in awareness and use of tutoring services.</p> <p>3b. The tutoring center will offer tutoring for more subjects.</p>	<p>2a. Regarding academic advising services in the Student Success Center, the average item scores for the items dealing with relevant issues ranged from 4.2 to 4.8 on a five-point Likert scale.</p> <p>3a. The tutoring center recorded 1,116 more duplicated contacts over the previous year.</p> <p>3b. Over the past year, the tutoring center added tutoring services for accounting, economics, finance, psychology, and sociology.</p>	<p>2a. Results will be used to evaluate advising services for possible modification of service.</p> <p>3a. Results support the efforts of the tutoring center to attract students and increase campus-wide awareness.</p> <p>3b. Continued development of tutoring resources for existing subjects while exploring the need to offer services for other subjects.</p>
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	<p>4. Students admitted on the “college tier” will receive appropriate services designed to help them be academically successful.</p>	<p>4a. All students admitted on the college tier will be tracked to ensure that they complete the necessary general education requirements to be compliant with their admissions criteria.</p>	<p>4a. 100% of “college tier” and “college tier test” students were tracked to ensure that they met the requirements of their admission. Those not compliant met with Jill Wilks to be advised and ensure compliance.</p>	<p>4a. Adding Susan Peterson and Kristen Brinkerhoff to work with College Tier Test students has resulted.</p>
	<p>5. Testing services will be expanded to serve more students and community members seeking testing services while maintaining high levels of customer satisfaction and good positive relationships with testing companies.</p>	<p>5a. SSC Testing Services will expand services to meet the needs of our student and community populations. 5b. SUU will upgrade testing facilities in order to meet certain testing standards so that the university can attract and offer more tests. 5c. Student satisfaction levels as captured by various indicators will indicate a high level of satisfaction with SUU as a testing site. 5d. SUU testing services will receive only positive feedback or lack of negative feedback from testing organizations.</p>	<p>5a. SUU added the Pharmacy College Admissions Test (PCAT), increased the number of local test administrations, and added and trained additional needed support staff. 5b. Upgraded testing room furniture, moved into a new facility, and eliminated outdated computers. 5c. MCAT Center Review Report indicated extremely favorable feedback</p>	<p>5a. Exploring additional tests that could be offered at SUU. 5b. Will budget for computer purchases for 05-06. 5c. Ongoing review of testing procedures, protocol, and customer service 5d. Ongoing review of testing procedures, protocol, and customer service</p>

			<p>from students regarding the administration of the test at SUU. The Test Center Satisfaction Survey, administered by the SUU Testing Services, provided similar positive feedback.</p> <p>5d. Lack of significant negative feedback over 27 administrations of nationally standardized tests indicates successful services.</p>	
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	<p>6. Services will be expanded to assist underachieving students and students on probation.</p>	<p>6a. A centralized and focused intervention program will be implemented for students on probation. 6b. An intervention program will be developed and implemented for students admitted to SUU who do not meet the university's minimum admissions requirements. 6c. The 5th week report process will be reviewed and streamlined in order to provide intervention for more students.</p>	<p>6a. Student Progress Coordinator position created to work one-on-one with students on probation. 6b. The College Connections Summer Bridge program created as a mandatory admission requirement for students who do not meet the minimum admissions index score. 6c. Students identified through the 5th week report are now contacted by mail in addition to the phone contacts made by advisors.</p>	<p>6a. Continue to explore re-distribution of current resources to meet student need. 6b. Continued exploration of ways to programmatically meet student needs. 6c. Continued exploration of processes for notifying and working with students identified through the 5th week report.</p>
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