

# Assessment: Assessment Unit Four Column

## Student Services - Academic Counseling and Educational Support

**Contact Person:** Micki Clowney

**Program Review report submitted:** Spring 2017

**Mission Statement:** The mission of the Academic Counseling and Educational Support program (ACES) is to increase the retention, graduation, and four year university transfer rates among low income, first generation, and disabled students through academic counseling, tutoring, mentoring, and financial literacy. ACES is a Student Support Services grant under the federal TRiO programs, which is funded through the United States Department of Education and serves 140 students annually.

**Major developments and changes:** Rather than having a separate Director for each TRiO program, we restructured the programs under one umbrella which allowed us to leverage resources. After obtaining approval from the SSS Program Officer and the UBMS Program Officer, in accordance with federal regulations to leverage resources between similar TRiO or other student service programs, MVC restructured the personnel structure of ACES to combine UBMS and ACES under the umbrella of Office of TRiO programs. This consolidation allowed for the Outreach Specialist under UBMS to move from part-time to full time. Also, with the recent change of both Adjunct Counselors earning full time positions, we will need to hire a dedicated counselor for ACES. We need to explore costs for hiring a full time person. With the recent notification of a fourth TRiO grant, ACES will request an Administrative Assistant as a shared position across all TRiO programs.

Until a person is hired, I am requesting that Deanna and Richard still be permitted to work 10 hours each to still assist with ACES. Also, I would like them to serve on the hiring committee. They will need to complete training to meet compliance.

It is critical that TRiO obtain additional space so that we improve efficiency of services and to be able to leverage the benefits of shared resources.

**Highlights and Accomplishments:** Obtained approval from the US Department of Education to consolidate TRiO Director position which will allow for more effective leverage of resources to provide more support to students.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p><b>Comprehensive Student Educational Plan</b> - ACES Scholars will complete a comprehensive 2 year Student Education Plan every academic year.  <b>Goal Status:</b> Active  <b>Assessment Cycle:</b> 2013 - 2014, 2014 - 2015, 2015 - 2016, 2016 - 2017, 2017 - 2018  <b>Start Date:</b> 08/26/2013  <b>Activity_v4:</b> -Student Education Plan: SSS student will meet with the SSS Counselor to develop and/or</p>	<p><b>Direct: Portfolio Review</b> - Review SSS student file and OnBase repository for most current 2 year Student Educational Plan.  <b>Performance Target (Required)*:</b> 75% of all active SSS students will have a completed 2 year Student Educational Plan dated within the past two semesters.  <b>Notes:</b> Direct calls and e-mails will be sent to ACES Scholars to schedule an appointment to meet with ACES</p>	<p><b>Semester Assessed:</b> 2014-2015  <b>Performance Target Met?:</b> No                      Of the 85 student records reviewed, 53 students (62.4%) had an SEP dated within the current academic year. 15.3% had an SEP dated during the previous academic year 2013-2014. The remaining 22.4% had a first year plan or an SEP dated 2012-2013 or later.                      While the target was not met, we have achieved an increase from the prior year (51.2% in 2013-2014). (07/02/2015)  <b>Name and Contact Information :</b> Lisa Chavez                      Director, ACES Program</p>	<p><b>Action Plan:</b> The SSS renewal grant for the next 5 year cycle was award and will begin September 1, 2015. In the personnel section, the Educational Advisor position was eliminated and those funds transferred to support more hours in part-time Counseling. The Counselor will also be available to meet with students on-line, in-person at the ACES offices, and when conducting orientations or</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>update a comprehensive 2 year Student Education Plan every academic year. ACES Counselor will review goals to align plan to student's goals, keeping in mind the necessity for the student to meet satisfactory academic progress.</p>	<p>Counselors to review educational plan. Meet with students at least two terms per year.</p> <p>All first year ACES students will complete Eureka and MBTI/Strong's to review with comprehensive ed plan</p>	<p>951-571-6275 lisa.chavez@mvc.edu <b>Total # of Students Assessed:</b> 85 <b>Notes/Reflections:</b> reviewed notes in CASM to see most recent SEP <b>Related Documents:</b> <a href="#">SEP.efforts.2014-2015_Redacted.pdf</a></p> <hr/> <p><b>Semester Assessed:</b> 2013-2014 <b>Performance Target Met?:</b> No Upon reviewing each individual student SSS file and OnBase record, it was determined that only 43 of 84 (51.2%) SSS participants had a comprehensive 2 year SEP dated within the current academic year. (08/07/2014) <b>Name and Contact Information :</b> Lisa Chavez Director, SSS Grant lisa.chavez@mvc.edu 951-571-6275 <b>Total # of Students Assessed:</b> 84 <b>Notes/Reflections:</b> There were a number of students who had 2 year SEPs, but they were dated in the previous academic year. Furthermore, there were some SEPs that were located in OnBase that were not on file with the SSS office. It is imperative that these documents be recorded in the students SSS file for grant reporting purposes. <b>Related Documents:</b> <a href="#">SAO1.SEP.04.04.14_Redacted.pdf</a></p>	<p>workshops in locations throughout campus. (07/02/2015) <b>Action Plan Number:</b> 1</p> <hr/> <p><b>Action Plan:</b> During each major term the Educational Advisor will identify those students who do not have a current 2 year SEP. Those students will be contacted to schedule a meeting with the Counselor. When the Counselor meets with the student, through either appointment or walk-in, he/she will review the student file for a current 2 year SEP. If there is not a current SEP, the Counselor will work with the student to create one at that very same meeting. (08/25/2014)</p>
<p><b>Financial Literacy</b> - 100% of ACES Scholars will receive information related to critical Financial Literacy and Financial Aid <b>Goal Status:</b> Active <b>Assessment Cycle:</b> 2015 - 2016, 2016 - 2017, 2017 - 2018 <b>Start Date:</b> 08/01/2016 <b>Activity_v4:</b> -Financial Literacy: Financial literacy is offered to participants both thorough an on-line format and traditional workshops. The two on-line programs are Life Skills and Cash Course. In addition,</p>	<p><b>Direct: Institutional Research or Other Data</b> - Count the number of ACES students who completed at least one (1) financial literacy activity in the academic year. <b>Performance Target (Required)*:</b> 10% increase from the prior year <b>Notes:</b> On-line activities include Life Skills and Cash Course. Completion of a Financial Literacy activity is recorded in Blumen.</p> <p>Host sessions with ACES students to teach them how to look at SAP and</p>	<p><b>Semester Assessed:</b> 2016-2017 <b>Performance Target Met?:</b> No 100% of ACES Scholars will receive information related to financial literacy at least two times per year. (08/01/2016) <b>Name and Contact Information :</b> Micki Clowney Micki.clowney@mvc.edu <b>Total # of Students Assessed:</b> 140 <b>Notes/Reflections:</b> Has not yet been measured</p>	

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>at least one in-person workshop if offered per semester. Students will receive information via an online ACES newsletter to be shared each academic term.</p> <p>ACES will partner with ECMC, Bank of America, and Altura Credit Union to host budgeting workshop.</p> <p>ACES will collaborate with CalWorks, FYE, Student Activities, FYE, and UMOJA Scholars to host a Show Me the Money Session</p> <p>ACES will work with Financial Aid to host an Financial Awareness series regarding completing the FAFSA, work study, and the importance of meeting satisfactory academic progress.</p> <p>Information will be provided to students about loans and managing debt</p> <p>During the summer, partner with FYE and other bridge programs to do financial literacy simulation through JA Financial</p>	<p>projected cost for completing degree if planning to transfer.</p> <p>Ensure all ACES students complete FAFSA and documents needed. Assist with completing FAFSA and docs for transfer.</p> <p>Scholarship workshops.</p> <p><b>Direct: Exam/Quiz - Pre-Post -</b></p> <p>During workshop sessions, conduct pre and post assessment to identify core terms and concepts learned</p> <p><b>Performance Target (Required)*:</b></p> <p>85% of attendees will score at least 75% or higher on the post assessment</p>		