

Assessment: Assessment Unit Four Column

Student Services - Academic Counseling and Educational Support

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: The former Director received another professional opportunity and another institution; therefore, the Director of the Upward Bound Math and Science Program provided support to the ACES Student Support Services Program. 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 salary savings to cover partial salary costs for an Ed Advisor and split hours between two part-time Adjunct Counselors. With the recent notification of a third TRiO grant, ACES will request an Administrative Assistant as a shared position across all TRiO programs.

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>Comprehensive Student Educational Plan - ACES Scholars will complete a comprehensive 2 year Student Education Plan every academic year. Goal Status: Active Program Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016, 2016 - 2017, 2017 - 2018 Start Date: 08/26/2013 Activity_v4: -Student Education Plan: SSS student will meet with the SSS Counselor to develop and/or 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>Direct: Portfolio Review - Review SSS student file and OnBase repository for most current 2 year Student Educational Plan. Performance Target (Required)*: 75% of all active SSS students will have a completed 2 year Student Educational Plan dated within the past two semesters. Notes: Direct calls and e-mails will be sent to ACES Scholars to schedule an appointment to meet with ACES Counselors to review educational plan. Meet with students at least two terms per year.</p>	<p>Semester Assessed: 2014-2015 Expected Goal Met: 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) Name and Contact Information : Lisa Chavez Director, ACES Program 951-571-6275 lisa.chavez@mvc.edu Total # of Students Assessed: 85 Notes/Reflections: reviewed notes in CASM to see most recent SEP Related Documents: SEP.efforts.2014-2015_Redacted.pdf</p>	<p>Action Plan: The SSS renewal grant for the next 5 year cycle was awarded 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 workshops in locations throughout campus. (07/02/2015) Action Plan Number: 1</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
		<p>Semester Assessed: 2013-2014 Expected Goal Met: 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) Name and Contact Information : Lisa Chavez Director, SSS Grant lisa.chavez@mvc.edu 951-571-6275 Total # of Students Assessed: 84 Notes/Reflections: 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. Related Documents: SAO1.SEP.04.04.14_Redacted.pdf</p>	<p>Action Plan: 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>Financial Literacy - 100% of ACES Scholars will receive information related to critical Financial Literacy and Financial Aid Goal Status: Active Program Assessment Cycle: 2015 - 2016, 2016 - 2017, 2017 - 2018 Start Date: 08/01/2016 Activity_v4: -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, 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 Bank of America to host budgeting</p>	<p>Direct: Institutional Research or Other Data - Count the number of ACES students who completed at least one (1) financial literacy activity in the academic year. Performance Target (Required)*: 10% increase from the prior year Notes: On-line activities include Life Skills and Cash Course. Completion of a Financial Literacy activity is recorded in Blumen.</p> <p>Direct: Exam/Quiz - Pre-Post - During workshop sessions, conduct pre and post assessment to identify core terms and concepts learned Performance Target (Required)*: 85% of attendees will score at least 75% or higher on the post assessment</p>	<p>Semester Assessed: 2016-2017 Expected Goal Met: No 100% of ACES Scholars will receive information related to financial literacy at least two times per year. (08/01/2016) Name and Contact Information : Micki Clowney Micki.clowney@mvc.edu Total # of Students Assessed: 140 Notes/Reflections: Has not yet been measured</p>	

Outcomes	Assessment Methods	Assessment Results	Action Plans
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workshop.

ACES will collaborate with CalWorks, FYE, Student Activities, and Renaissance Scholars to host a Show Me the Money Session

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.

Information will be provided to students about loans and managing debt

Tutorial Services - Students will utilize tutorial services when necessary.

Goal Status: Active

Program Assessment Cycle: 2014 - 2015, 2016 - 2017, 2017 - 2018

Start Date: 08/25/2014

Activity_v4: Actively refer students to tutoring.

Based on academic progress of students, make tutoring part of academic progress contract for students with ACES

Obtain list of students who are experiencing academic difficulty and notify them of tutoring, Reach out to students to meet with ACES counselor. During touch base meeting, ACES counselor will review tutoring services and other academic support services.

Direct: Institutional Research or Other Data - using SARS data tied to the location "Tutorial" examine how many ACES students attending tutoring.

Performance Target (Required)*: 20% over the previous year

Related Documents:
[MVC_LifeSkills_UserGuide.pdf](#)

Semester Assessed: 2014-2015

Expected Goal Met: Yes

A SARS report demonstrated that 42 ACES students utilized tutoring during the 2014-2015 academic year. In 2013-2014 29 students received tutoring, an increase of 44.8%. (08/19/2015)

Name and Contact Information : Lisa Chavez, 951-571-6275, lisa.chavez@mvc.edu

Total # of Students Assessed: 109

Related Documents:
[2014-2015.Tutorial.pdf](#)

Action Plan: The assessment method used to measure individual students' use of tutorial services doesn't truly reflect the goal of assisting students in course completion. This outcome and assessment method will be reevaluated for the 2015-2016 academic year, with the possibly evaluating whether students who were referred to tutoring followed through, how many hours they attended tutoring, and the final grade achieved. This process would be time consuming and would require additional staff to examine student records and tutorial attendance. (07/02/2015)

Action Plan Number: 2

Outcomes	Assessment Methods	Assessment Results	Action Plans
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Obtain monthly reports from Tutorial Services for all ACES students to monitor utilization of services.

Transfer - Annual ACES student cohorts will transfer to a four year university within four years of first being served by the ACES program.
Goal Status: Active
Program Assessment Cycle: 2013 - 2014, 2014 - 2015, 2016 - 2017, 2017 - 2018
Start Date: 08/25/2014
Activity_v4: Monitor student progress based on projected completion dates.

Based on entering cohort year, bring graduating students in for small group sessions to complete graduation application and partner with Career Services for ACES students to attend transfer workshops, college information sessions, and transfer fairs.

Meet with ACES counselors to review 4-year options based on each student's unique circumstances and find a school that is a good fit and has additional support services available.

Direct: Institutional Research or Other Data - Examine clearinghouse data to see which students from a given cohort, enrolled in a four-year college/university the Fall semester immediately following their exit from MVC, within four years of first being served by the ACES program
Performance Target (Required)*: 20% of cohort
Notes: cohorts are identified in Blumen database
 Clearinghouse data will not be available until September/October when students have enrolled at the university

Semester Assessed: 2014-2015
Expected Goal Met: No
 The cohort measured for this objective is made up of 78 students who entered the ACES program during the 2012-2013 academic year. National Student Clearinghouse (NSCH) Data from FA14 reported that 11 students of the cohort had already transferred to and enrolled at a university. Of those who were still enrolled at MVC and active in the 14-15 academic year, 3 additional students reported they would be transferring in FA15. Tentatively 14 students of 78, 18%, have or are expected to transfer. Final numbers will be available upon receipt of NSCH data in November 2015. (08/19/2015)
Name and Contact Information : Lisa Chavez
Total # of Students Assessed: 78
Notes/Reflections: Final numbers will be available in Nov15 through NSCH

Action Plan: Continue transfer activities including transfer requirement workshops, university field trips, CSEPs, and expand to do more focused workshops on Associate degree for Transfer workshops. PT Counselor will evaluate transcripts of those students close to transferring to ensure they meet deadlines. (08/19/2015)
Action Plan Number: 3

Action Plan: Additional administrative support needed to relieve Director of administrative tasks, so that Director can provide follow-up services with those identified students. (08/19/2015)
Action Plan Number: 4

Action Plan: Additional space need to provide study space, host workshops, and desktop stations to assist when completing university admission applications, FAFSA, and other academic related on-line activities. (08/19/2015)
Action Plan Number: 5

Semester Assessed: 2013-2014
Expected Goal Met: Yes
 The 2013-2014 annual performance review evaluated the student cohort from the academic year 2011-2012 which had 78 students. Of those 21 transferred to a four-year university. (12/04/2014)
Name and Contact Information : Lisa Chavez 951-571-6275

Action Plan: Continue transfer activities including transfer requirement workshops, university fieldtrips, CSEPs, and expand to do more focused workshops on Associate degree for Transfer workshops.

Outcomes	Assessment Methods	Assessment Results	Action Plans
		<p>Total # of Students Assessed: 78</p> <p>Notes/Reflections: Although the transfer target of 20% of the cohort was met, the grant objective was BOTH graduate and transfer. Of the 21 who transferred to a university, only 12 also earned an Associate's degree.</p> <p>Related Documents: NSCH.2013-2014.enrolled FAL14.pdf</p>	(08/18/2014)
<p>Completion Rates - 15% of eligible ACES Scholars will successfully complete a certificate and/or degree program</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2016 - 2017, 2017 - 2018</p> <p>Start Date: 08/29/2016</p> <p>Activity_v4: Have ACES counselors complete review of education plans for a degree audit in early fall to determine which students are on track to graduate. Have students meet with ACES counselors to review academic progress and support systems, critical dates for graduation, financial literacy workshops to highlight the impact of Satisfactory Academic Progress (SAP) on and possible next steps following graduation.</p>	<p>Direct: Portfolio Review - Review student's individual Success Plan and comprehensive review to ensure on track</p> <p>Performance Target (Required)*: 15% of cohort will complete a certificate or degree</p> <p>Notes: ACES Counselors identify ACES scholars who are scheduled to graduate/complete within six months</p> <p>Have students come in to complete graduation request</p> <p>Direct: Statistical Data (Institutional Research) - Obtain report of ACES Scholars by race, gender, major and status of completion</p> <p>Performance Target (Required)*: 15% of eligible scholars will complete a certificate and/or degree program.</p>		
<p>Completion and Transfer Rates - 15% of ACES Scholars will complete and certificate/degree and transfer to four year university.</p> <p>Goal Status: Active</p> <p>Program Assessment Cycle: 2016 - 2017, 2017 - 2018</p> <p>Start Date: 08/29/2016</p> <p>Activity_v4: Review program files and academic progress for ACES</p>			

Outcomes**Assessment Methods****Assessment Results****Action Plans**

Scholars.
Advise them of their options to graduate and transfer.
Assist students with registration for graduation.
Refer students to Career and Transfer workshops on graduation, ed options)
Host UC College Information session.
Host special workshops for ACES Scholars who needed assistance with

Personnel - Hire a part-time Administrative Assistant (shared position between ACES, UBMS, and Talent Search)

Goal Status: Active

Program Assessment Cycle: 2016 - 2017, 2017 - 2018

Start Date: 08/01/2016

Activity_v4: Identify hiring committee

Meet with Misty Cheatham to review budget projections for position

Get position posted in OATS

Position funding will be categorically funded through each TRIO grant.
Explore possibility of increased hours based on support from general fund.