

Assessment Report- 4 Column



Student Services - Academic Counseling and Educational Support

Contact Person(s): Micki Grayson

Program Review report submitted: Spring 2018

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 144 students annually.

Annual Updates

2017 - 2018

Highlights and Accomplishments: - The total number of students served in your program/department

For the most recent Annual Performance Report for 2016-17, we served 144 students of which 78% met the eligibility requirement of being low income and first generation.

- The number of students who completed degrees/certificates in your program/department

We have to track students by cohort. That is done in four year cycles. The most recent cohort of 2013-14 was 51 students of which 16 earned a certificate or associates which is 22% an exceeded the target of 15%. Additionally, 8 students from that cohort graduated and transferred to a 4 year college/university.

- The number of faculty and staff in your program/department

1 - Director- Office of TRiO Programs (25%)

3 - Counselors (15-20 hours per week, year round)

10 - Tutor/Mentors (some hiring still pending for August Board 2018)

2 - Need Student Workers to answer phones

- Initiatives and goals accomplished

At the beginning of the 17-18 year, there were discussion at the federal level of discontinuing SSS. COE just released a report that there is expected to an increase in funding.

We were able to establish a partnership with AXIA Foundation for a financial literacy series.

We had positive discussions with MVC administration about being able to secure space for the ACES program for the Counselors and tutors.

We partnered with Veterans' and CalWorks to host Categorical Banquet.

We received funding from United Way of the Inland Valleys which supported ACES costs for Categorical Banquet.

Major Developments and Changes: Rather than having a separate Director for each TRIO program, in 2016, 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, in summer 2017, with the recent change of both Adjunct Counselors earning full time positions, we were planning to hire a dedicated counselor for ACES; however, in 2017, there were discussions at the federal level to discontinue SSS programs. Hence, during the 2017-18 year, we did not move forward with any plans to hire anyone for SSS. We were able to have Deanna and Richard continue working with ACES for 10-15 hours each per week. Additionally, Lorena Chavez, a third Adjunct Counselor was hired to work with ACES. For the 2018-19 academic year, we plan to keep the current staff structure for ACES and utilize a caseload model with each counselor providing more direct and intrusive services.

In addition to the staffing adjustments with ACES, over past two years, MVC was awarded two additional TRIO grants -- Educational Talent Search and Upward Bound. With this expansion, MVC will need to submit an official request to the to the US Department of Education to obtain approval to consolidate TRIO Director position which will allow for more effective leverage of resources to provide more support to students. The request will need to be submitted by the Vice President of Student Services.

This expansion of the TRIO programs requires additional institutional support. First, additional space will be needed to accommodate staff and student programming needs. Currently, ACES is using Science and Technology 159 and is temporarily using Science and Technology 152. Since TRIO just hired the Outreach Specialist, the Director, who is currently sharing a space with the Assistant Director of UB/UBMS will need to move to Science and Technology 159.

The Outreach Specialist for UB will be in Student Services 112 and the ACES Counselors will be in Science and Technology 152. Since the use of the space in Science and Technology 152 is temporary, alternative space is still needed immediately to accommodate the Counselors and a separate space for a mini tutorial and computer lab for ACES students. This was included as institutional support in the grant and is urgently needed to service the students in the scope of the grant.

Currently, the Administrative Assistant III to the Dean of Grants and Student Equity Initiatives provides logistical administrative support for the Office of TRIO Programs; however, with the pending reporting restructure within Students Services, there will be additional programs under that department that require support. With that, I want to ensure that support will still be able to be provided as outlined in each of the grants. If not, I am requesting that MVC utilize some of the indirect that comes back to the college to cover staffing costs for a part-time Administrative Assistant II.

<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.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016, 2016 - 2017,</p>	<p>Direct: Portfolio Review - Review SSS student file and OnBase repository for most current 2 year Student Educational Plan.</p> <p>Performance Target (Required)*: 75% of all active SSS students will have a completed 2 year Student</p>	<p>Semester Assessed: 2017-2018</p> <p>Performance Target Met?: No</p> <p>Assign each ACES Counselor a caseload of approximately 50 students. Have them look in repository to determine most updated SEP on file. Note which are within current year, 2016-17, or prior. Whichever are prior to 2017-18, follow-up and schedule an appointment prior to 8/15/18.</p>	<p>Action Plan: During each major term the Counselors 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.</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>2017 - 2018, 2018 - 2019 Start Date: 09/01/2015 Activity_v4: -Student Education Plan: SSS student will meet with their assigned SSS Counselor to develop and/or update a comprehensive 2 year Student Education Plan every academic year. ACES Counselor will review goals each term to align plan to student's goals, keeping in mind the necessity for the student to meet satisfactory academic progress.</p> <p>When meet with student to review SEP. also complete semester needs assessment to what support and services are needed.</p>	<p>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. ACES Counselors will be assigned caseload of students. Meet with students at least two times per term.</p> <p>All first year ACES students will complete Eureka and MBTI/Strong's to review with comprehensive ed plan.</p> <p>On-going review of transcripts to determine academic progress toward meeting goal outlined in SEP.</p>	<p>(08/31/2018) Name and Contact Information : Micki Grayson Director, Office of TRIO Programs micki.clowney@mvc.edu 951-571-6382 or 951-233-3719 Total # of Students Assessed: 144 Notes/Reflections: If SEP in database, but not on file with SSS, ensure that we copy and put on 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> <hr/> <p>Semester Assessed: 2017-2018 Performance Target Met?: No Review all student files to determine what percentage have updated SEPs. Since still in the current 17-18 cycle, will finalize data by 8/31/18. (08/31/2018) Name and Contact Information : Micki Grayson Director, Office of TRIO Programs 951-571-6382 or 951-233-3719 micki.clowney@mvc.edu Total # of Students Assessed: 144 Notes/Reflections: Have Counselors review notes in CASM to see most recent SEP Related Documents: SEP.efforts.2014-2015_Redacted.pdf</p>	<p>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. (08/31/2018) Action Plan Number: 2</p> <hr/> <p>Action Plan: In 2016-17, we initially shared costs for an Educational Advisor to serve foster youth; however, with the state initiative to have foster youth serviced through EOP, we shifted funding to getting an additional Counselor. Also, we want to hire additional staff from 4 year colleges, grad students, and graduates to provide tutorial and mentor services for ACES scholars. The current SSS grant is going into its 4th year, which means it will be time to start preparing to rewrite for the renewal. (07/01/2017) Action Plan Number: 1</p>
<p>Financial Literacy - 100% of ACES Scholars will receive information related to critical Financial Literacy and Financial Aid Goal Status: Active Assessment Cycle: 2015 - 2016, 2016 - 2017, 2017 - 2018, 2018 - 2019 Start Date: 09/01/2017 Activity_v4: -Financial Literacy: Financial literacy is offered to participants both through an one-</p>	<p>Direct: Institutional Research or Other Data - Count the number of ACES students who completed at least two (2) financial literacy activity in the academic year. Performance Target (Required)*: 10% increase from the prior year Notes: One-on-one meetings</p> <p>On-line activities include Life Skills and Cash Course. Completion of a</p>	<p>Semester Assessed: 2016-2017 Performance Target 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>	

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>on-one meetings, on-line platform, and traditional workshops. The on-line program is 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 AXIA Foundation, the United Way of the Inland Valleys, ECMC, Bank of America, and Altura Credit Union to host financial literacy workshops.</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. ACES counselor will meet with students to discuss Satisfactory Academic Progress (SAP) and Pell Eligibility.</p> <p>Information will be provided to students about loans, managing debt, and benefits of full-time attendance to achieving academic and career goals.</p>	<p>Financial Literacy activity is recorded in Blumen.</p> <p>Host sessions with ACES students to teach them how to look at SAP and 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. Print updates of Student Aid Report.</p> <p>Scholarship workshops.</p>		

Tutorial Services - Students will utilize tutorial services when

Direct: Institutional Research or Other Data - using SARS data tied to

Semester Assessed: 2017-2018
Performance Target Met?: No

Action Plan: The assessment method used to measure

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>necessary.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2016 - 2017, 2017 - 2018, 2018 - 2019</p> <p>Start Date: 08/31/2018</p> <p>Activity_v4: Actively refer students to MVC tutoring and develop expanded tutorial services for ACES students (need space)</p> <p>Based on academic progress of students, make tutoring part of academic progress contract for students with ACES</p> <p>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.</p> <p>Obtain monthly reports from Tutorial Services for all ACES students to monitor utilization of services.</p> <p>We have started to hire tutors from four year colleges, grad students, and graduates. We need dedicated ACES so they can have set schedule to meet with students.</p> <p>Reviewing courses and student progress to determine what areas to have. Currently have math, science, history. In the process of hiring people fowriting, psychology, sociology.</p>	<p>the location "Tutorial" examine how many ACES students attending tutoring.</p> <p>Performance Target (Required)*: 20% over the previous year</p> <p>Notes: Have sent e-mail to Donna Plunk and Dr. Wong to obtain report</p> <p>Related Documents: MVC_LifeSkills_UserGuide.pdf</p>	<p>Pull a SARS report to assess number of ACES students who utilize MVC tutoring during the 2017-18 academic year. Do a comparison for 2016-17. (08/31/2018)</p> <p>Name and Contact Information : Micki Grayson, 951-571-6382 or 951-233-3719 micki.clowney@mvc.edu</p> <p>Total # of Students Assessed: 144</p> <p>Related Documents: 2014-2015.Tutorial.pdf</p>	<p>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)</p> <p>Action Plan Number: 2</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>Transfer - Annual ACES student cohorts will graduate or graduate/transfer to a four year university within four years of first being served by the ACES program.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2013 - 2014, 2014 - 2015, 2016 - 2017, 2017 - 2018, 2018 - 2019</p> <p>Start Date: 09/01/2015</p> <p>Activity_v4: Monitor student progress based on projected completion dates.</p> <p>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.</p> <p>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.</p> <p>Coordinate field trip to transfer fair and grad school fairs</p> <p>Partner with UMOJA for HBCU College Fair</p> <p>Partner with FYE, Umoja, Guardian Scholars, Puente, EOP, CalWorks, Honors to coordinate trip to Grad School Fair</p>	<p>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</p> <p>Performance Target (Required)*: 25% of cohort</p> <p>Notes: cohorts are identified in Blumen database Clearinghouse data will not be available until September/October when students have enrolled at the university Have students who are scheduled to graduate meet with ACES counselor to complete Exit Survey to determine where applied and where attending. Obtain enrollment confirmation when available</p>	<p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: No</p> <p>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)</p> <p>Name and Contact Information : Lisa Chavez</p> <p>Total # of Students Assessed: 78</p> <p>Notes/Reflections: Final numbers will be available in Nov15 through NSCH</p> <hr/> <p>Semester Assessed: 2013-2014</p> <p>Performance Target Met?: Yes</p> <p>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)</p> <p>Name and Contact Information : Lisa Chavez 951-571-6275</p> <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>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)</p> <p>Action Plan Number: 5</p> <hr/> <p>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)</p> <p>Action Plan Number: 4</p> <hr/> <p>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)</p> <p>Action Plan Number: 3</p> <hr/> <p>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. (08/18/2014)</p>

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>Completion Rates - 15% of eligible ACES Scholars will successfully complete a certificate and/or degree program</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2016 - 2017, 2017 - 2018, 2018 - 2019</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 annually</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>Have ACES scholars also complete exit survey to assist with transition to four year institutions</p> <p>Now that degrees are awarded automatically, will students need to apply or is that to participate in the ceremony?</p>	<p>Related Documents: NSCH.2013-2014.enrolled FAL14.pdf</p> <p>Semester Assessed: 2016-2017</p> <p>Performance Target Met?: Yes</p> <p>22% of 2013-14 cohort graduated with a certificate or associates degree (07/16/2018)</p> <p>Name and Contact Information : Micki Grayson Director, Office of TRIO Programs (951) 571-6382 or (951) 233-3719 micki.clowney@mvc.edu</p> <p>Total # of Students Assessed: 51</p> <p>Notes/Reflections: There were 51 students in the 2013-14 cohort. 22% graduated within 4 years which was over the target rate of 15%.</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>Assessment Cycle: 2016 - 2017, 2017 - 2018, 2018 - 2019</p> <p>Start Date: 08/29/2016</p> <p>Activity_v4: Review program files and academic progress for ACES Scholars.</p> <p>Advise them of their options to graduate and transfer.</p> <p>Assist students with registration for</p>	<p>Direct: Statistical Data (Institutional Research) - Track students through National Clearinghouse and institutional data</p> <p>Performance Target (Required)*: 15% - 20 % of annual cohort each year</p> <p>Target completion in three years or less</p>	<p>Semester Assessed: 2016-2017</p> <p>Performance Target Met?: Yes</p> <p>16% of 2013-14 cohort graduated and transferred to a 4 year post-secondary institution (07/16/2018)</p> <p>Name and Contact Information : Micki Grayson Director, Office of TRIO Programs 951-571-6382 or 951-233-3719 micki.clowney@mvc.edu</p> <p>Total # of Students Assessed: 51</p> <p>Notes/Reflections: 8 (16%) students from the 2013-14 cohort met this metric, which exceeded the target of 15%</p>	

Outcomes	Assessment Methods	Assessment Results	Action Plans
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graduation.
Refer students to Career and Transfer workshops on graduation, ed options)
Host UC College Information session.
Hos CSU Information Sessions
Host special workshops for ACES
Scholars who needed assistance with application
Grad school fair

Personnel - Update Director of TRIO Programs position
Goal Status: Active
Assessment Cycle: 2016 - 2017, 2017 - 2018, 2018 - 2019
Start Date: 02/23/2018
Activity_v4: Request needs to be submitted by Vice President of Student Services to Department of Education regarding proposed restructure from oversight of three programs to four.

Position funding will be categorically funded through each TRiO grant. Explore possibility of some support from general fund. Explore the possibility of some funding through redirected Indirect Costs

Direct: Institutional Research or Other Data - Getting approval to restructure position
Realignment at MVC - Adjustment to position
Performance Target (Required)*:
Approval of realignment at MVC - Adjustment to position

Semester Assessed: 2017-2018
Performance Target Met?: No
Submit request to Department Education to have Director split between four programs (07/16/2018)
Name and Contact Information : Dr. Andrew Sanchez
Dean of Grants and Student Equity Initiatives
(951) 571-6910
andrew.sanchez@mvc.edu
Total # of Students Assessed: 768
Notes/Reflections: This restructure would impact staffing and program delivery of services. Leverage resources.

Action Plan: Vice President call DOE to alert them of what want to do. Send resume and revised budgets. (07/16/2018)
Action Plan Number: 4
Follow-Up: Meet Dr. Foster and Dr. Sanchez to discuss restructure (07/16/2018)