



# COMPREHENSIVE PROGRAM REVIEW [TRIO/SSS/STUDENT SERVICES] [OCTOBER 2016]

As part of institutional planning, Comprehensive Program Review will be completed every three years for each Student Services program. To tie institutional planning to the budget process, Annual Program Reviews for each program will be updated every fall semester.

## MISSION & VISION STATEMENTS

We empower Student Support Services participants to successfully earn their associates or certificate and transition from the community college level on to the four-year post-secondary institution through ambitious yet attainable retention and transfer rate objectives. By providing them with **hands on** advising, peer mentoring program, tutoring, financial literacy, and other support that they need to be successful at Feather River College.

## DESCRIPTION OF SERVICES

TRiO/SSS is staffed with a 100% 11 month director and two 10 month advisors, one at 100% and the other at 70%. We serve 160 students a year that are low income, first generation, and/or disabled. Two-thirds of the total caseload needs to be low income and first generation, disabled, or low income and disabled. Also one-third of the disabled students must be low income. Every year we accept from about 80 to 100 new students to fill our caseload.

The 160 students are divided up among the three staff members for advising. The director takes about 20 students and the advisors split the remaining students into two groups. Students are expected to meet at least once, but hopefully more with their advisor each semester. After their first advising appointment each participant will have an SEP (Student Education Plan) on file outlining the courses needed to achieving their goal at FRC. Also, the advisors need to make sure the students have the classes they need for transfer to a 4 year college or university and if they are an athlete the advisor is responsible for making sure the correct number of classes is completed for eligibility.

The 100% advisor is responsible for developing and presenting financial literacy, student success, social belonging, college transfer assistance workshops with the help of the 70% advisor and director. These workshops are spread out throughout the semester and generally offered twice, once in the evening and once at 12:30 to allow more students to attend.

- The financial literacy includes setting budgets, loan management awareness, and assistance in filling out the FAFSA.
- Student success workshops provide test taking tips, time management, and study skills.
- Social belonging workshop are new to this grant and are under development by the 100% advisor. These workshops are to help our students work on their social belonging and help them feel comfortable at college.
- Transfer workshops offer information about transferring, what classes are needed for transfer, and assistance in filling out the CSU/UC application.

With the new grant we started last September we are implementing a Peer Mentor program that the 70% advisor is responsible for developing. The Peer Mentors are sophomores, and they apply to be a mentor in the spring of their freshman year. The mentees get to apply for the program in the fall and have to be freshmen that are in at least one basic skills course. Each Peer Mentor is paired up with 2 or 3 students, trying to match the grouping to best help the mentees be successful. The Peer Mentors are trained by the advisor in late spring and then have follow-up mandatory trainings about once a month. We also ask that they attend the school wide New Student Orientation the Friday before school starts to work the TRiO/SSS table and talk about the TRiO/SSS program with new students. Our goal is for the Peer Mentors to provide support to the mentees to help them, be successful and continue on at FRC. With many of them away from home for the first time, we want them to feel comfortable and happy at FRC. They touch base with the students at least a couple times a week and invite them to attend different school events together. The mentors can also provide academic support.

The Peer Mentors also provide tutoring services to the entire TRiO/SSS program. Each tutor is assigned hours in the TRiO/SSS office to provide drop in tutor time for any students that needs assistance in a class or on the computer. We are focusing really hard on providing tutoring for basic skills classes, the advanced math classes, chemistry, and business classes. The tutors are also available to proof read papers for any class. The Peer Mentor/Tutors also act as a greeter for the front door when they are not tutoring, which is very handy due to the fact that all staff are in their own offices and cannot see the door from their desks.

Our new grant last year also has us doing a social belonging study. All students start by taking a Growth Mindset test, to find if they have a growth or fixed mindset. There will be three different workshops presented throughout the year that the 100% advisor is still developing.

Throughout the semester we also provide the opportunity for students to attend different cultural events. The intent is to expose our students to different cultural events that they might not have experienced. We always start the year with taking students to the local FRC rodeo. Many of our students are not from the country setting and have never seen a live rodeo. We also take them to a local play, Sacramento Broadway show, any event sponsored by our school and diversity committee. Last year we teamed up with SSSP (Student Success Services Program) and put on an Etiquette dinner. It was a huge success and we plan on having one every year.

## **STUDENT SERVICES STUDENT LEARNING OUTCOMES**

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TRiO/SSS will be working on the following Student Services Student Learning Outcome below:

**4. Students will develop resilience and resourcefulness empowering them to persist in attaining academic and personal goals.**

Our SSS grant sets a goal of 70% persistence. We will be measuring this by looking at the number of students every year that persist at FRC, graduate, or transfer.

**6. Students will explore transfer options, write a student education plan, select a transfer institution, and successfully transfer and /or find employment in their field and advance in their career.**

Another of our grant objectives is to graduate 35% and graduate and transfer 25% of a cohort within 4 years. We support this by making sure 100% of our students will have a student education plan created within the first semester of being in SSS. We will also meet or exceed the 35% and 25% set by our grant.

PROGRAM IMPROVEMENTS

### **LONG RANGE VISION FOR THE NEXT THREE YEARS**

With our new 5 year grant starting last year we are going to spend the next 3 years working on the new activities included in the CPP (Competitive Priorities Points). One of them is the Peer Mentor program which has already become a huge success for our program. We plan on improving it every year and getting more and more students involved. We also would like to improve attendance at our tutoring sessions. We know students need the tutoring help, so the challenge is to get them to realize it and spend the time to come in and get help from our tutors.

The 100% advisor will finish developing the social belonging workshops and increase attendance at those workshops. We want all students to feel connected and comfortable at FRC.