

St. Petersburg College

Outcomes Assessment Review Report

Report Completion Date: December, 2008

Introduction

Institutional effectiveness and planning process is a continuous endeavor; operationally the process begins with a series of meetings by four oversight groups (Student Services, Educational Support Services, Administrative Services and Educational)

The four oversight groups are charged with the following key tasks:

- (i) Evaluate whether the institution successfully achieved its desired outcomes from the previous institutional effectiveness and planning cycle,
- (ii) Identify key areas requiring improvement that were identified in the assessment analysis, and
- (iii) Develop strategies and recommendations to formulate quality improvement initiatives for the next institutional effectiveness and planning cycle

Check the Appropriate Oversight Group:

x	Student Services Oversight Group
	Educational Support Services Oversight Group
	Administrative Services Oversight Group
	Educational Oversight Group

Student Services Oversight Group

The Student Services Oversight Group is an ad hoc working group. Their focus area is to review key information concerning the effectiveness of student services at the College. The group leader/chairperson is the Vice President of Academic and Student Affairs.

Status of each item identified in this report last year:

There were seven action plan items that were recommended as a result of last year's review of assessments by the Student Services Oversight Group. Of the seven recommended action items, four were completed during the calendar year. Table 1 contains a description of each of the seven action items along with their current status and pertinent details.

Three action items were not completed: the OSSD Student Satisfaction Rating on the OSSD Satisfaction Survey, the OSSD graduation/retention rate, and the review and modification of the student appeal process. The OSSD Satisfaction Survey was revised and offered online and face-to-face; however, a valid assessment of student satisfaction was not achieved due to very low response. As we focus on retention, it is recommended that a college-wide standing retention committee is formed to assist with topics like graduation/retention rates of not only OSSD, but all students. Finally, the action item of reviewing and bring into BOT Rule the guidelines for the

student appeal process is an on-going action item since the College instituted a new academic and student affairs model. All three items will be moved forward into the areas needing improvement for the 2008-09 year.

Table 1 – 2007-2008 Action Plan Item Status

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
Improve OSSD Student Satisfaction Rating by 2%	<i>Action item moved to overall retention goals)</i>	The OSSD survey was revised and offered online and via the pencil/paper format. Results are forthcoming.
Improve the OSSD Graduation/Retention Rate	<i>Action item moved to overall retention goals</i>	The graduation rate remains the same as the 2007-08 year (12%). To improve OSSD student graduation and retention, a plan is being developed to implement additional case management activities.
Financial Aid Standards of Academic Progress	<i>Completed</i>	New Satisfactory Academic Policy was created in Nov. 2007. The US Dept. of Education approved the policy in February 2008. The New Policy was implemented Summer 2008.
Federal Financial Aid Verification	<i>Completed</i>	The verification process was revised and managed by a college-wide verification team that is located centrally. Staff were trained and students were notified via letter and SPC website.
Financial Aid Return to Title IV Processing	<i>Completed</i>	A new attendance policy was implemented that identifies student attendance and active participation. Per BOT rule, faculty are not longer able to grant a grade of “W” or “WF” as a final grade.
	<i>In-progress</i>	The associate provosts were able to develop a new “Student Issues” form and start the beginning stages of reviewing the current BOT rule regarding appeals. This goal has been expanded to include all student affairs BOT Rules, processes, and

Student Appeals Process	<i>(Expanded)</i>	procedures.
Student Services Delivery Method	<i>Completed</i>	Training Manuals for Admissions, Advising, and Financial Assistance were created not only for the generalists, but also for other student affairs staff. The MAP Manager and generalists were hired and admissions/advising office spaces were revised to house the MAP Centers at Sp/g and CL to implement the model May 2007-08.

Areas that need improvement (2008-09):

- Student Success/Retention**
- Student Engagement**
- Student Affairs Rules/Procedures**
- MAP Center Expansion College-Wide**

I. Areas Needing Improvement: College-wide Student Success/Retention

Objective for Upcoming Year: To increase the success/retention rate of non-graduating students by 5% as stated in the College’s Strategic Directions/Institutional Objectives.

Action Steps:

1. Develop a standing college-wide retention committee with members from associate and baccalaureate faculty, staff, administration, and student body.
 - a. Formulate the various definitions for retention by group.
 - b. Develop a list of information needed for campus leaders to support student success.
 - c. Monitor student progression and establish ambitious yet attainable goals for the College that will yield improved success rates.
2. Institute College-wide use of the online early alert progress report (PASS) for students in specialized programs and initiatives as well as those at risk for failure. Utilization of the PASS reports will provide case management opportunities and support for students to help them achieve their goals.
3. Via the college-wide developmental education committee, develop a plan to improve student success in developmental courses on the first attempt.

II. Areas Needing Improvement: Student Engagement

Objective for Upcoming Year: To increase student engagement by providing students with meaningful interaction that will improve student ratings on the Community College Survey of

Student Engagement (CCSSE) regarding academic advising/planning, job or work related knowledge, and transfer credit assistance equal to or exceeding the overall rankings of other Florida Community Colleges.

Action Steps:

1. Continue to enhance the academic advising services to students on campus and online.
2. Improve services to students regarding career development.
3. Actively seek students during their anticipated graduation term to provide transfer assistance.
4. Develop a monthly electronic newsletter to students alerting them of important dates to remember, campus events, and results of surveys.

III. Area Needing Improvement: Student Affairs Rules and Procedures

Objective for Coming Year: Standardize the student affairs processes and rules across all campuses/sites.

Action Steps:

- 1 Review all student rules and processes associated with student affairs for clarification and recommended updates/revisions. Reviewers will include General Counsel, Provosts, Associate Provosts, Enrollment Management, and Academic & Student Affairs representatives.
- 2 Continue the evaluation and standardization of all student affairs forms.
- 3 Continue training opportunities for staff and associate provosts regarding student affairs rules and appeals processes.

IV. Area Needing Improvement: Student Services Delivery

Objective for Coming Year: Expand the MAP Center to the Tarpon and Seminole Campus

Action Steps:

- 1 Identify the manager and generalist for both the Seminole and Tarpon Springs Campuses.
- 2 Renovate the admissions areas to accommodate the new student affairs model.
Hire and train the staff members to implement the new “one-stop” model for the Summer 2008-09 term.

Completion and Review Process Information

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Date