Student Support Services



# 1. Program Description

Statement and brief description of the program including a listing of the program level Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs).

# 2. Analysis of the Program

Strengths and weaknesses in terms of demand, efficiency, and effectiveness based on an analysis of the Quantitiative Indicators and surveys (located in the Appendix).

# 3. Program Student Learning Outcomes

1. List of the Program SLOs/SAOs
2. Program SLOs/SAOs that have been assessed
3. Assessment Results
4. Changes that have been made as a result of the assessments

# 4. Action Plan

Include how the actions within the plan support the collegeʻs mission.

# 5. Resource Implications

(physical, human, financial)

# Appendix: Community College Survey of Student Engagement (CCSSE)

Data last updated: 10/4/2019

| **#** | **Community College Survey of Student Engagement (CCSSE)** | **Survey Year** **2014** | **Survey Year****2016** | **Survey Year****2018 \*** |
| --- | --- | --- | --- | --- |
| 1. | Support for Learners Benchmark (Percentile) | 70 | 0 |  |
| 2a. | Academic Advising – Frequency | 1.79 | 1.88 | 1.45 |
| 2b. | Academic Advising – Satisfaction | 2.26 | 2.38 | 1.46 |
| 2c. | Academic Advising – Importance | 2.58 | 2.56 | 2.62 |
| 3a. | Career Counseling – Frequency | 1.59 | 1.55 | 0.82 |
| 3b. | Career Counseling – Satisfaction | 2.11 | 2.18 | 1.42 |
| 3c. | Career Counseling – Importance | 2.43 | 2.42 | 2.45 |
| 4a. | Job Placement Assistance - Frequency | 1.31 | 1.36 | 0.24 |
| 4b. | Job Placement Assistance – Satisfaction | 1.84 | 2.01 | 1.08 |
| 4c. | Job Placement Assistance – Importance | 2.20 | 2.21 | 2.09 |
| 5a. | Financial Aid Advising - Frequency | 1.86 | 1.83 | 0.99 |
| 5b. | Financial Aid Advising – Satisfaction | 2.18 | 2.26 | 1.37 |
| 5c. | Financial Aid Advising – Importance | 2.54 | 2.48 | 2.50 |
| 6a. | Student Organizations – Frequency  | 1.41 | 1.49 | 0.63 |
| 6b. | Student Organizations – Satisfaction | 1.99 | 2.17 | 1.33 |
| 6c. | Student Organizations – Importance | 2.01 | 2.16 | 2.05 |
| 7a. | Transfer Credit Assistance - Frequency | 1.41 | 1.56 | 0.54 |
| 7b. | Transfer Credit Assistance – Satisfaction | 1.97 | 2.15 | 1.35 |
| 7c. | Transfer Credit Assistance – Importance | 2.28 | 2.25 | 2.23 |
| 8a. | Services for People with Disabilities – Frequency  | 1.31 | 1.39 | 0.22 |
| 8b. | Services for People with Disabilities – Satisfaction | 2.12 | 2.14 | 1.21 |
| 8c. | Services for People with Disabilities – Importance | 2.20 | 2.24 | 2.18 |

\* 2018 uses different scales, therefore only Importance is comparable.