

Enrollment & Academic Services
Assessment Status Report for Provost Sigler
September 2005

Background

Following notice from the WASC commission regarding extension of the Educational Effectiveness Review and their concerns with respect to Assessment, a plan was constructed that would move all academic departments as well as student support programs forward from their current position with respect to assessment of outcomes for each service program and degree program.

This document constitutes a status report for Enrollment and Academic Services. The goal for this fall is to work with Alice Ting and AVP Rose to assist them in identifying program outcomes they would be able to collect data on this semester and/or retrospectively prepare data they may have already collected.

Summary by Area

Academic Services: In good shape. Following a very productive meeting with Alice Ting, draft outcomes and assessment plans have been identified for two of the three programs she is responsible for: Summer Bridge Program, Learning Assistance Resource Center, and Student Advising.

Enrollment Services: Information will be added to this report as it becomes available.

Recommendations for Provost Sigler:

- Provide an assessment facilitator for academic services (Bethany) and Enrollment Services (Thalia?).
- Encourage both areas to get on the same calendar that the degree programs and Student Affairs is on:
 - Fall 05: Collect data on at least one outcome; identify a full set of outcomes and a timeline for data collection; post outcome information on their website.
 - Spring 06: Collect data on additional outcomes; discuss analysis of Fall 05 data and plan changes as needed.
 - Fall 06: Collect data on additional outcomes; discuss analysis of Spring 06 data and plan changes as needed.
 - Spring 07: Collect data on any remaining outcomes; discuss analysis of Fall 06 data and plan changes as needed.

In this way there will be a resource person available to both areas in a way comparable to what we have in place for the degree programs. In addition, all areas will be moving through the process on a similar timeline.

Academic Services

As an academic unit in the Office of the Provost, Academic Services is responsible for providing institutional vision, leadership, and direction in three broad core areas: (A) educational opportunity and access, (B) academic support and intervention, and (C) retention services.

Academic Services is a retention unit composed of a comprehensive set of student assistance programs designed to facilitate successful student persistence through the completion of the baccalaureate degree. To fulfill this mission, DAS is committed to achieving the following three major goals:

1. Facilitate student academic success and personal development by providing an array of student development, liaison and instructional support services to program-eligible and other students through the use of proactive and innovative strategies. Programs/units that engage in activities to support this goal are: Student Advising, Summer Bridge, and the Learning Assistance Resource Center.
2. Assist in the retention of low-income and under-represented students. Programs/units that engage in activities to support this goal are: Student Advising, Summer Bridge, and the Learning Assistance Resource Center.
3. Enhance San José State University by providing quality service in support of student success and retention. Programs/units that engage in activities to support this goal are: Student Advising and the Learning Assistance Resource Center and Summer Bridge.

Draft Assessment Plans

Summer Bridge Program:

To examine performance with respect to goal #1, performance measures (english, math) at the beginning and end of the program for the Summer 04 participants will be examined to assess the impact of the program. Looking to the future, additional direct and indirect measures may be constructed to further refine the assessment in ways that facilitate improvement.

To examine performance with respect to goal #2, retention rate for the Summer 04 Summer Bridge Students will be tracked and compared to university retention rates and well as the retention rates for a comparable (with respect to ELM, EPT, SAT information) cohort of special admits who were not part of the Summer Bridge program.

To examine performance with respect to quality service as presented in goal #3, information from student surveys will be analyzed. While information is presently available and can be examined retrospectively, it is likely the survey will be revised before being used in the future.

Learning Assistance Resource Center (LARC):

To examine performance with respect to goal #1, student survey responses to questions regarding the impact of LARC on their academic performance will be analyzed. The two sources where data is already available are from (a) Tutorial session (summary data) and (b) Workshops (more specific questions and data available). Looking to the future it appears likely that an instrument will be constructed with a standardized section to be used for all services and a service specific (e.g. workshop, tutorial) section. In addition, efforts will be made to determine how direct measures of the impact of LARC might be obtained.

To examine performance with respect to the goal #2, retention rate for LARC participants will be tracked and compared to university retention rates as well as the retention rates for comparable (with respect to ELM, EPT, SAT, age information) cohorts of students. Separate data will be reported for low-income/under-represented students.

To examine performance with respect to service, information from student surveys will be analyzed. While information is presently available and can be examined retrospectively, it is likely the survey will be revised before being used in the future.

Student Advising Center

To examine performance with respect to academic success (goal #1), student survey responses to questions regarding the impact of orientation (including transfer students), advising, and probation/DQ workshops on their academic performance will be analyzed. Efforts will also be made to explore additional direct measures of the impact of services on student success.

To examine performance with respect to the goal #2, retention rate for students utilizing advising center services will be tracked and compared to university retention rates as well as the retention rates for comparable (with respect to ELM, EPT, SAT, age information) cohorts of students.

To examine performance with respect to service (goal #3), information from student surveys will be analyzed. While information is presently available and can be examined retrospectively, it is likely the survey will be revised before being used in the future.

Enrollment Services

Information will be added as it becomes available.