

Student Support Services

Assessment Cycle Academic Year 2016 – 2017

Student Support Services

Prepared by: Frances Welch **Date:** June 7, 2017

Approved by: Frances Conine **Date:** June 24, 2017

Northwestern Mission. Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

The Student Experience Mission Statement

The Student Experience provides the University community with programs and services to support the academic mission of creating, disseminating and acquiring knowledge through teaching, research and service while empowering a diverse student population to achieve their highest educational potential. The Student Experience creates a stimulating and inclusive educational environment that is conducive to holistic personal growth. The commitment to students initiates prior to entrance, sustains throughout the college experience and continues beyond graduation. Enrollment Services provides equal access for education to potential students throughout the state and region and promotes economic stability and financial access to citizens. Student Affairs enhances student development and broadens intellectual, social, cultural, ethical and occupational growth. The Student Experience works closely with faculty, staff, students, and the community to ensure graduates have the capability to promote economic development and improvements in the region.

Student Affairs Mission:

The Division of Student Affairs prepares students to be productive members of society and to improve the quality of life of students. Student Affairs provides support services in career development and placement, advocacy and accountability, academic support, mental and physical health, disability accommodations, student activities and organizations, student union life, and opportunities in leadership, community service, and programs for new students. Through hands on involvement in programs and services, Student Affairs promotes personal development in a student-centered environment, which delivers innovative practices in an environment of respect. Student Affairs encourages integrity, diversity and collaboration with all members of the university community.

Student Support Services:

Student Support Services seeks to support students from disadvantaged backgrounds that are either first generation, low income, or students with disabilities who have potential to meet the challenges of higher education by strengthening and developing their academic and self-management skills. Its focus is to insure that participants in the program have a realistic chance

Student Support Services Assessment Cycle Academic Year 2016 – 2017

to persist in school with good grades, and to graduate from Northwestern State University with a baccalaureate degree within six years. To accomplish these objectives Student Support Services provides services to enhance students' academic success, personal skills, social skills, and financial literacy. Providing services in these areas corresponds to the University's mission to support students' intellectual development, personal growth, and community advancement.

Methodology: The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative and qualitative) will be collected and returned to the director;
- (2) The director will analyze the data to determine whether the applicable outcomes were met;
- (3) Results from the assessment will be discussed with the appropriate staff;
- (4) Individual meetings will be held with staff as required to determine actions required;
- (5) The director, in consultation with the staff, will propose changes to measurable outcomes, assessment tools for the next assessment period and where needed, service changes.
- (6) The director, along with the staff, will use quantitative data to formulate an Annual Performance Report for the US Department of Education to determine if SLOs have been achieved, and for modifying, as needed, services offered by SSS Department.

SLO 1. Student Support Services (SSS) will implement a Peer Mentoring Program (PMP) to promote student success by helping first year students become socially and academically integrated into the NSU community. Mentees were recruited from the three sections of ACSI1010 being taught by SSS Advisors. Out of a pool of fifty-eight (58) students, thirty (30) were selected to be mentees. One of the selected mentees, withdrew from the university during the first 2 weeks of the semester, leaving 29 mentees.

Measure 1.1 Mentors will help mentees access the necessary resources, such as tutoring, academic advising, and meeting with instructors, to increase academic achievement. Success will be defined as 1) 80% or more mentee's will persist from one academic year to the next; and 2) 80% of the mentees will successfully complete their first year in college with a GPA of 2.0 or above.

Findings: Target 1 Not Met. 79% (23/29) of the mentees persisted from 2016-2017 to 2017-2018.

Target 2 Met. 82% (24/29) of students enrolled (mentees) in the PMP completed their first year at NSU with at least a 2.0 or above.

Non-mentored student findings:

92% (26/28) persisted from 2016-2017 to 2017 – 2018.

Student Support Services Assessment Cycle Academic Year 2016 – 2017

89% (25/28) were in good academic standing at the end of 2016-17

Analysis: The data shows that those students that regularly attended PMP activities, and utilized the SSS tutoring services and met regularly with their SSS Advisor were the students that maintained good academic standing and persisted from one academic year to the next. Based upon feedback from mentees and mentors, they wanted more activities/events than the once a month activity. Mentees felt that they did not have enough time with their mentors and other mentees. Some mentees did not feel a connection with their Mentor.

In looking at the academic records of those students that were not mentored, it was a surprise to find that a larger percentage of the non-mentored students persisted and remained in good academic standing than the mentored students. The common denominator of both groups is that they were all required to meet regularly with their SSS Advisor and to attend at least 3 SSS sponsored workshops per semester.

Action: To resolve the issue of too few activities that brought mentors and mentees together, the PMP Coordinator will plan 2 to 3 events/activities per month during the academic year. To resolve the issue of mentees being better matched up with a mentor, the following actions will be taken: The PMP Coordinator will try to match mentors and mentees based upon majors, likes and interests. Demographic backgrounds will also be taken into consideration, especially what geographical location the students come from. Both groups from the pool of mentors will be more closely monitored. The SSS Staff and the Director are in consultation to determine what other criteria can be used to predict or speculate, and understand the results from the mentored and non-mentored group.

Measure 1.2 Through relationship building with mentors, one-on-one and group meetings/activities, 90% of mentees will have an enhanced ability to cope with the challenges of college life (non-cognitive attributes), and will become comfortable in expressing questions and concerns in a safe environment. Pre and Post-test, using the ACT Engage will measure mentee's motivation, social engagement, and, and self-regulation. Success will be defined as 90% of mentees showing improvement based upon ACT Engage post-test.

Findings: Target Not Met. The ACT Engage was not purchased prior to the beginning of the academic year, thus we were not able to conduct a pre and post-test to measure progress. SSS staff did not monitor or test for coping abilities in the non-mentored group.

Analysis: Although positive relationships were established and some mentees did become more comfortable in expressing themselves and asking questions, we did not have an evaluative tool to measure the outcome.

Action: Steps have been taken to purchase an instrument that can be administered in a pre/post-test format with the goal of 1) measuring, 2) monitoring, and 3) overcoming obstacles in the mentee's non-cognitive ability to cope with the challenges of college life. All ACSK1010 students will be administered a pre/post test to set a baseline for analyzing data.

Student Support Services

Assessment Cycle Academic Year 2016 – 2017

Measure 1.3 Students participating in the SSS Peer Mentoring Program will have a high level of socialization, as evidenced by their participation in campus activities and/or student organizations. Questionnaires on campus involvement, OrgSync, as well as reports from mentors, and meetings with SSS Advisors will be utilized to determine if target is met. Success will be defined as 90% of mentees regularly participating in campus activities and/or joining at least one student organization.

Findings: Target Met. Per information obtained through one-on-one meetings with SSS Advisors, and data from OrgSync, it was determined that 93% (28/30) of mentees joined a student organization and/or participated in campus activities. Again, it was an afterthought to measure the success of the non-mentored ACSK1010 students, so there is no data to let us know how this group fared in joining organizations and participating in campus activities.

Analysis: Because it was important and desirable to get a complete representation of the students who were part of the Mentoring Program, mentees were required to have a personal meeting/interview with their SSS advisor. During the required meeting, mentees were asked if they had joined an RSO and what activities/events they had attended during the semester/academic year. Mentees were required to join OrgSync in their UNIV 1000 class. Advisors followed up to validate that mentees had in fact joined OrgSync. Data collection showed that a total number of 28 out 30 mentees or 93% were motivated either to join a student organization or to regularly attend student/campus activities.

Action: Program modifications will be made based upon the analysis of questionnaires and personal interviews. Modifications include scheduling activities throughout the academic year that will allow mentees to attend campus activities and organizational meetings with their mentors, thus increasing the likelihood of on campus student engagement. To determine if our program is truly successful and meeting targets, records will be kept on non-mentored ACSK1010 students. This will help us to improve our program and better serve all SSS students.