

St. Petersburg College

Outcomes Assessment Review Report

Report Completion Date: November 30, 2007

Introduction

While the institutional effectiveness and planning process is a continuous endeavor, operationally the process begins with a series of meetings by four oversight groups (Educational, Educational Support Services, and Student Services and Administrative Oversight Groups) at the beginning of the calendar year.

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.

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 Associate 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 completion status and relevant details.

The remaining in-progress action items are the OSSD Student Satisfaction Rating on the OSSD Satisfaction Survey, the OSSD graduation/retention rate, and financial aid audits. Due to high demand for disability services, students have not always been able to get appointments as quickly as they would like, and a better early alert system is required to monitor student progress. Several financial aid audit criticisms have exposed problems with our attendance policy. All three items will be moved forward into the areas needing improvement in the current year.

Table 1 – 2005-2006 Action Plan Item Status

<i>Objective</i>	<i>Status</i>	<i>Comments</i>
OSSD Student Satisfaction Rating	<i>In-progress</i>	Three areas on the survey were rated below 80%.
OSSD Graduation/Retention Rate	<i>In-progress</i>	The graduation rate dropped 3.7% from the past year.
OSSD Currency of Guidelines	<i>Completed</i>	Information in the OSSD manual is up to date.
Faculty and Staff Disabilities Training	<i>Completed</i>	Faculty Disability Champions now number 24 and the ADA 101 Workshop is available on all campuses.
Enrollment	<i>Completed</i>	A college-wide timetable for contacting students at critical times was established and both the Call Center and campuses communicated with students. Extended student service hours were maintained on campus.
Financial Aid	<i>In-progress</i>	A new attendance policy, new standards of academic progress, and federal verification process are being implemented in 2008 to address audit findings.
Student Communication	<i>Completed</i>	Campuses and the Call Center have a coordinated plan to reach students at critical points in the term. A new automated phone messaging system will be in place at the end of 2007.

Areas that need improvement:

- **OSSD Student Satisfaction Rating**
- **OSSD Graduation/Retention Rate**
- **Financial Aid Standards of Academic Progress**
- **Federal Financial Aid Verification**
- **Financial Aid Return to Title IV Processing**
- **Student Appeals Process**
- **Student Services Delivery Method**

I. Areas Needing Improvement: OSSD Student Satisfaction Rating

Objective for Upcoming Year: To increase the rate of response to the survey and increase areas needing improvement to a minimum of 82 percent satisfaction.

Action Steps:

1. The survey will be revised for easier reading and understanding by students.
2. A Learning Specialists' meeting will be held to review lowest subscores at each campus before March, 2008.
3. The OSSD committee will determine areas to focus on and will outline strategies to improve lowest scores college wide.
4. Each Learning Specialist will work with campus personnel and resources to improve lowest scores on his/her campus.
5. Student Survey will be revised and administered August 2008, and the results will be the documentation of this objective.
6. With the increase of students with specific disabilities that require more assistance, such as psychological, visual and deaf and hard of hearing disabilities, recommendations for changes in staffing and the most effective use of professional Learning Specialists will continue to be explored, using the State disability services staffing formula.

II. Areas Needing Improvement: OSSD Graduation/Retention Rate

Objective for Upcoming Year: To increase the graduation rate by two percent.

Action Steps:

1. Progress monitoring - Learning Specialists will see that 100 percent of the students currently registered this year are contacted by phone or office visit. Calls/contacts will be documented in each student's folder or in a central log, depending on campus procedure.
2. OSSD will work with Early Alert for ways to include OSSD students in Progress Reports. Students at risk will be contacted by Learning Specialists when Progress Reports are completed by instructors
3. Staffing will be reviewed during Unit Planning process to address student needs.

III. Areas Needing Improvement: Financial Aid Standards of Academic Progress

Objective for Upcoming Year: To ensure SPC complies with federal regulations regarding Standards of Academic Progress.

Action Steps:

1. Create a new Standards of Academic policy in accordance with federal regulations.
2. Train staff on the new policy.
3. Share the new policy with students and update publications.

IV. Area Needing Improvement: Federal Financial Aid Verification

Objective for Upcoming Year: Refine how files are reviewed for Federal verification. Increase accuracy and consistency in file review, improve training of FAS staff, and ensure the staff members who are performing verification are consistently reviewing files within the federal guidelines.

Action Steps:

1. Emphasize accuracy and consistency as opposed to speed with the FAS staff.
2. Review written procedures and forms to aid in Federal Verification process.
3. Revise the training schedule to ensure that staff receives on-going and consistent training especially prior to a new award cycle beginning.

V. Area Needing Improvement: Financial Aid Return to Title IV Processing

Objective for Upcoming Year: Continue to improve the speed and accuracy of Return to Title IV calculations. This, in conjunction with the new attendance policy, should identify more easily students who are no shows, unofficial withdrawals, official withdrawals, and decrease the time it takes the FAS office to identify who needs to have calculations run.

Action Steps:

1. The college will implement the new attendance policy beginning in the spring term 2008. This will enable the faster review of students who have withdrawn from all of their courses and will decrease the time it takes the FAS office to perform Return to Title IV calculations and return funds.
2. The college will no longer allow faculty the ability to issue grades of W or WF. This will ensure college records are consistent and provide the FAS office with accurate data to use in the Return of Title IV calculations.

VI. Area Needing Improvement: Student Appeals Process

Objective for Coming Year: Standardize the student appeal process across all campuses/sites.

Action Steps:

1. Continue training for associate provosts on student appeal processing.
2. Continue the evaluation and standardization of forms used in the appeal process.

VII. Area Needing Improvement: Student Services Delivery Method

Objective for Coming Year: From existing SPC staff members, select and train staff to serve as “generalists” who will be able to provide general services in the areas of admissions, advising, registration, and financial assistance. By April 2, 2007, these “generalists” will be in place along with a manager on the two largest campuses (Clearwater and St. Pete/Gibbs).

Action Steps:

1. Create training manuals for Admissions, Advising, and Financial Assistance; consolidated into one main manual for the generalists.
2. Advertise the manager and generalist job openings for internal staff.
3. Renovate the admissions office space to accommodate the new student affairs model.
4. Hire and train the staff members to for implementation of new “one-stop” model by end of March, 2007.

Completion and Review Process Information

This Outcomes Assessment Review report was prepared by:

Martyn R. Clay

Enter Name of Preparer

30 November 2007

Date