### Data and Analysis

### Department/Program Data

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| --- | --- | --- | --- |
|  | Current Year 2013-14 | Previous Year 2012-13 | Two Years Prior 2011-12 |
| Number of Full-Time Classified | 1 | 1 | 1 |
| Number of Full-Time Faculty | 1 | 2 | 2 |
| Number of Full-Time Managers | 1 | 1 | 1 |
| Number of Part-Time Classified | 0 | 0 | 0 |
| Number of Part-Time Faculty | 12 | 12 | 12 |
| Number of Part-Time Managers | 0 | 0 | 0 |
| Students Served Annually | 200 (SSC courses)  1000+ (tutoring) | 200 | 200 |
| Total Non-Restricted Annual Budget |  |  |  |

### Department/Program Activities

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| The Le-Jao Student Success Center will be switching to an all-tutor format in the spring 2014 semester. The Student Success Coordinator recruits, interviews, and recommends for hire tutors in writing, math, and a variety of other subject areas. The Coordinator has also assisted in recommending scheduling of faculty in the Le-Jao SSC for the 2012-2013 and 2013-2014 academic years. There is a need to constantly promote the activities and services of the Center in order to attract students to come to study or receive assistance. There is also a need for daily oversight of not only the Le-Jao SSC, but the other SSC locations as well. The number of students served listed above approximates the number of enrollees in the SSC half-unit basic skills English and math courses. In item 3 I will detail the staffing needs in order to institutionalize tutoring at Coastline to offer tutoring at three Student Success Center locations as well as a robust supplemental instruction (SI) program. |

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* 1. **Proposed Projects Requiring Additional Resources (not listed in Section B-Action Plans/Resource)**

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| --- | --- |
| **Project Name and Description** | **Total Additional Dollars/Staff Needed** |
| **Tutors** | **$150,000 / 30** |
| **SI Leaders** | **$60,000 / 10** |
| **Part-Time Assistant** | **$15,000 / 1** |
| **SSC Facilitator** | **$55,000 / 1** |

* 1. **Outcomes (from most recent Program Review or Annual Program/Department Reports)**

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| --- | --- | --- |
| **Student Learning/Service Area Outcomes Statements** | **Strategies to Achieve or Improve SLOs/SAO Goals** | **Outcome Data or Other Assessment Results (i.e. Data from Student SLO Survey)** |
| Students will be more empowered to take responsibility for their own learning through improved self-confidence. | Continue to offer professional development opportunities (EDUC C101) and related conferences/workshops to tutors to improve the quality of tutorial sessions. | 2013 Student Services Survey Data  **Much Better – 30.2% (184)**  **Better – 26.8% (163)**  Worse – 1.0% (6)  Much Worse – 0.2% (1)  Not Applicable – 41.9% (255) |
| Students will report they can utilize effective study strategies. | Continue to train tutors in how to communicate effective study strategies to students. Conduct professional development training for faculty in the area of reading apprenticeship. | 2013 Student Services Survey Data  **Much Better – 27.8% (169)**  **Better – 28.1% (171)**  Worse – 0.8% (5)  Much Worse – 0.3% (2)  Not Applicable – 42.9% (261) |
| Students will be able to identify learning assistance resources available at the College. | Continue to improve the marketing presence of the Student Success Center through continued advertising via web, flyers, class announcements, and other college publications. | 2013 Student Services Survey Data  **Much Better – 27.9% (170)**  **Better – 27.8% (169)**  Worse – 0.7% (4)  Much Worse – 0.2% (1)  Not Applicable – 43.5% (265) |

**Analysis of Progress on Outcomes**

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| For several years, The Student Success Center had one location at the Le-Jao Center. Tutoring and basic skills courses were offered simultaneously. Since the Spring 2012 semester, tutoring services have expanded to additional campuses and into actual classrooms in the form of embedded tutoring and supplemental instruction. The Fall 2013 semester marks the first semester in which there are four locations for the Student Success Center in operation with robust schedules. As a decentralized college, it is important to offer a space for study and tutoring at each campus as well as a robust online service. The Fall 2013 semester also marks the first in which a 5-year program review was conducted for student success. There was no prior report, nor were there prior annual reports. Therefore, the establishment of student success as a college-wide service is new. It is important for the College to consider how to institutionalize this service/program with additional staffing support to ensure that is a well-functioning, ever-evolving service that meets the needs and facilitates the goals of our students. The Student Success Coordinator works in conjunction with faculty, staff, and administration to create a vision, a purpose, and a plan to implement student success at Coastline. This work will continue, but it is important to establish student success / tutoring as a regular service for the College. |

* 1. **Progress on 5-year Goals (from most recent Program Review)**

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| --- | --- | --- | --- | --- | --- |
| **Goal** | **Complete** | **Partially Complete** | **Not Started** | **Abandoned** | **Comments** |
|  |  |  |  |  | There is no prior program review report for student success. The Fall 2013 semester marks the first in which student success submitted a program review report. |
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**Analysis of** **Progress on 5-year Goals**

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| Not applicable (see above). |

**New Annual Program/Department Goals**

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| --- | --- | --- | --- | --- |
| **Goal** | **5 yr Goal**  **Addressed** | **Project**  **Completion**  **Date** | **Lead**  **Employee** | **Comments** |
| 1. **Serve at least 1500 students per semester through the Student Success Center locations, online tutoring, course embedded tutoring, and supplemental instruction.** |  | **End of Fall 2014** | **D. Pittaway** | **This is a new 5 year goal.** |
| 1. **Improve Coastline’s performance on the Student Success Scorecard by 5% in key performance areas such as the percentage of students who begin in remedial coursework in Math, English, and ESL who progress to college-level courses.** |  | **End of Spring 2017** | **D. Pittaway** | **This is a new 5 year goal.** |
| 1. **Maintain higher-than-average success rates in courses with SI leaders and embedded tutors.** |  | **Ongoing** | **D. Pittaway** | **This is a new 5 year goal.** |

### Action Plan and Resource Requests Based on Annual Data

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Action** | **Institutional planning goals\*** | **How action will improve student success** | **Type of Resource** | **Resource needs, if any** | **Department priority\*\*** | **Approximate cost** | **Potential Funding Source** |
| 10 New Computers for Room 113 Le-Jao SSC Expansion; also purchase 5 webcams and related equipment for online tutoring | Master Plan Goal #1 (Student Success) | Improve the ability of the Le-Jao SSC to serve more students and improve the robustness of the online tutoring service. | Equipment / Technology | 10 New computers and 5 webcams (see Action). | 3 | $15,000 | BSI / Title III / General Funds |
| Expand into Room 113 at Le-Jao and have Room 101 reconfigured. | Master Plan Goal #1 (Student Success) | It will create more open space for students to study and receive assistance. | Facilities | Coastline M&O | 3 | $0 | BSI / Title III / General Funds |
| Hire one full-time associate to serve as a SSC facilitator at Newport. | Master Plan Goal #1 (Student Success) | Will allow for greater standardization of services across all campuses. | Personnel |  | 2 | $55,000 | BSI / Title III / General Funds |
| Hire a 19-hr assistant to work with the Student Success Coordinator. | Master Plan Goal #1 (Student Success) | Will allow for clerical details to be covered while the Student Success Coordinator can focus on planning, improvement, and fulfilling the goals and mission of the College. | Personnel |  | 1 | $15,000 | BSI / Title III / General Funds |
| Establish an institutionalized budget for tutors for all SSC locations and SI leaders | Master Plan Goal #1 (Student Success) | Will establish tutoring as a regular service to our students to support their progress toward their educational goals. | Personnel / Planning |  | 1 | $150,000 is the requested amount to fund 30 tutors and 10 SI leaders. | BSI / Title III / General Funds |
| Explore platforms for basic skills and remedial skill building. | Master Plan Goal #1 (Student Success) | Will allow students to improve basic skills. | Software |  | 3 | $0 | BSI / Title III / General Funds |
| Establish a budget for supplies. | Master Plan Goal #1 (Student Success) | The Student Success Center locations need to be adequately equipped with paper, writing utencils, and other materials to promote student success. | Supplies |  | 2 | $1500 annual budget | BSI / Title III / General Funds |
| Establish budget to be able to send tutors and SSC support staff to professional development training opportunities such as workshops and conferences. | Master Plan Goal #1 (Student Success) | Professional development is necessary for all personnel to deliver high quality customer service and meet the needs of our students. | Training |  | 4 | $2500 | BSI / Title III / General Funds |

\*Reference specific sections of College Education Master Plan, Strategic Initiatives, 5-year Program Review Goals, Accreditation Recommendations, SLO/SAO evaluation and assessment, College Mission, or other relevant planning documents.

\*\*Prioritize the program’s resource needs with 1 being the most important and subsequent numbers being less urgent.