



CALIFORNIA STATE UNIVERSITY, STANISLAUS
2002 Student Affairs Assessment Project
CAS EXECUTIVE SUMMARY

Student Support Services

Scope of Review

This assessment reviewed the effectiveness of the Student Support Services program, management and support staff.

Mission

Student Support Services (SSS) will provide the full array of student supportive services to SSS students. Student Support Services participants will be first generation, low income and/or disabled and will have an academic need.

Assessment Summary

I. Brief description of the assessment process.

This assessment is based on a collective effort. We discussed the criterion and guidelines with respect to our program and worked toward team agreement.

II. Identified strengths and weaknesses.

Weaknesses:

The components with the lowest ratings include the sections on diversity, human resources and financial resources, and equal opportunity.

- While TRIO does promote diversity, this section was rated lower due to the language used in the criterion that suggested we educate students about the specific issues.
- The section in HR that rated lower dealt with disproportionate salary levels.
- With regard to the financial resources available, the program accomplishes its goals; however, more funds would provide more opportunities for varied student experiences with regard to the lesser emphasized areas.
- The section on equal opportunity rated slightly below compliance due to standard hours of operation, though exceptions are made on an individual basis and staff will work outside the "normal" working hours when required or requested.

Strengths:

- Notwithstanding, most components meet essential program standards.

Priorities for the Program

- Through campus/community relations, we will work closer with faculty and create a stronger understanding of how we can better utilize services, open lines of communication, and share the responsibility for student growth.
- Through a closer focus on organization and management, we can better focus on areas concerning data collection and reporting.
- The third area of focus is diversity and we will work with other programs to augment areas we may be lacking.