



Student Support Services
2017 Student Affairs Assessment Project

CAS EXECUTIVE SUMMARY

Scope of the Review

The scope of the review was an internal self-assessment of the Student Support Services (SSS) program at California State University, Stanislaus. The following pages represent an internal review drafted by the Program Director in consultation with program staff. The review serves as a preliminary report.

Contextual Information

The mission of Student Support Services (SSS) at California State University, Stanislaus is to motivate and support eligible students in successful completion of a college degree by providing opportunities for academic development and increased understanding of college requirements.

To achieve the program mission, eligible students receive a variety of academic and retention services that assist them in adjusting to the university environment, developing coping skills needed to succeed academically, creating educational plans of study, applying to graduate school programs, and timely progression towards graduation.

Assessment Summary

I. Overview of self-study process.

Student Support Services was evaluated using the Self-Assessment Guide (SAG) for TRiO and Other Educational Opportunity Programs established by the Council for the Advancement of Standards (CAS) in Higher Education. The internal review focused on identification, collection, and review of documentary evidence needed to assign numerical ratings to individual criterion measures aligned with CAS standards and guidelines.

II. Summary of strengths and weaknesses.

- **Strengths:** SSS has a detailed funding proposal with specific, measurable goals and objectives. The proposal provides a framework which clarifies many aspects of the program including the mission, goals, and program design. This framework coupled with assessment-based accountability for student outcomes fosters further clarity for delivery of quality student services contributing to student learning, development, and success. Professional and student personnel understand who we serve, the diverse needs of students, and why programming is critical to successful



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academic outcomes for program participants. Program strengths allow SSS to provide comprehensive and diverse services to support students in ways that contribute to positive outcomes regarding persistence, academic standing, and graduation. Additionally, the program understands, values, and seeks out the knowledge, expertise, and resource benefits of collaborations and partnerships. The areas in which SSS exceeds standards criterion measures are a direct reflection of the program's systematic and comprehensive approach to all aspects of program implementation.

- **Weaknesses:** The primary weaknesses of the program related to limitation of fiscal resources and recent transitions in program leadership. SSS has a standing history of meeting and exceeding identified goals and objects. Transitions in program leadership have not changed the programs ability to meet priorities, but has caused programming to have a stronger emphasis on maintaining services and less emphasis on possible changes to participant services and resources.

Additional, fiscal constraints present an ongoing challenge by limiting how and if service and resource adjustments can happen. Federal funding for TRiO programs has decreased over time despite increasing representation of eligible student populations on college campuses, increasing need for services, and increasing costs related to maintaining critical program personnel. Designing, implementing, and revising programming often focuses on streamlining services without compromising quality and outcomes or is driven by the need to offset increasing overhead costs.

Priorities for the Program

- Review current program resources and services to identify opportunities to enhance programming in alignment with established priorities (program and institutional), goals, and student needs.
- Continue to regularly monitor the program's effectiveness by completing assessments/evaluations and implementing strategies to improve services and outcomes.
- Continue to leverage technology (website, email, social media, etc.) to make information and resources more accessible to students during non-traditional hours and better accommodate students taking classes at the Stockton Center.
- Continue to monitor student needs/concerns and offer relevant workshops valued by students.

Student Support Services | TRiO

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