



CALIFORNIA STATE UNIVERSITY, STANISLAUS

2008 Student Affairs Assessment Project

CAS EXECUTIVE SUMMARY

Student Support Services

Scope of Review

The scope of this review was to assess the department of Student Support Services.

Mission

The California State University, Stanislaus Student Support Services (SSS) Program will identify, recruit, and provide full academic retention services to 250 program participants that have been identified as low-income, first generation, and/or disabled with an academic need. Through a series of services, the program will assist students with developing coping skills, adjustment to the college environment, successful completion of an undergraduate plan of study, graduation, and when possible, application to a graduate school program.

Assessment Summary

I. Student Support Services was evaluated by using the criteria established by the Council for The Advancement of Standards (CAS) in Higher Education. The Internal Review Team identified the types of documentary evidence that would need to be compiled, and reviewed the criteria and evidence collectively, and then assigned a numerical value after consensus was reached for each item. Next, the External Review Team completed an independent review of the CAS instrument and the documentary evidence, and then provided a written review of their findings.

II. Identified strengths and weaknesses.

Strengths

- SSS is a federally funded grant program under the U.S. Department of Education. SSS has clear, outlined and written goals and objectives that must be met each academic year.

Weaknesses

- Equity and Access: The program does not provide services that are accessible to distance learners.
- Diversity: The program has not sufficiently promoted events or activities that promote respect for commonalities and differences in historical and cultural contexts.

Priorities for the Program

1. The area of diversity is a priority. The Student Support Services will continue to encourage participation in university wide cultural activities and address cultural holidays and events in the program newsletter, MySpace, website, etc., however, we will make improvements in this area. TRIO will promote educational experiences via open and continuous communication that will deepen the understanding of identity, culture and heritage.
2. Women's month and African American Month events will be posted to the SSS website, MySpace, sent via email and flyers will be posted in the SSS Office space. In an effort to fulfill the diversity standard, a more multicultural approach will be taken and all cultural events will be promoted to the SSS student sites.
3. While SSS services are convenient, available and accessible to eligible students on campus, services are not available to distance learners nor are they available at the Stockton Center.