

## **9. STUDENT SUPPORT SERVICES PROGRAM**

## **MAUI COMMUNITY COLLEGE STUDENT SERVICES – STUDENT SUPPORT SERVICES PROGRAM**

### **MISSION STATEMENT:**

The mission of the Maui Community College Student Support Services Program (SSSP) is to increase the college retention, graduation, and transfer rates in low-income, first generation, and disabled SSSP program participants.

### **FUNCTIONAL STATEMENTS:**

The Student Support Services (SSS) program provides opportunities for academic development, assists students with basic college requirements, and serves to motivate students towards the successful completion of their postsecondary education.

Examples of the services provided are:

- Instruction in basic study skills
- Tutorial services
- Academic, financial, or personal counseling
- Assistance in securing admission and financial aid for enrollment in four-year institutions
- Assistance in securing admission and financial aid for enrollment in graduate and professional programs
- Information about career options
- Mentoring
- Special services for students with limited English proficiency

The SSS program may also provide grant aid to current SSS participants who are receiving Federal Pell Grants.

Inform the institutional community (students, faculty, and staff) of the goals, objectives and services of the project and eligibility requirements for participation in the project.

Identify, select, and retain project participants with academic need.

Assessing each individual participant's need for specific services and monitor his or her academic progress at the institution to ensure satisfactory academic progress.

Provide services that address the goals and objectives of the project.

Ensure proper and efficient administration of the project, including the organizational placement of the project; time commitment of key project staff; specific plans for financial management, student records management, personnel management; and, its plan for coordination with other programs for disadvantaged students.

Promote establishment of administrative and academic policies that enhance participants' retention at the institution and improve their chances of graduating from the institution;

Advocate host institution to demonstrate a commitment to minimize the dependence on student loans in developing financial aid packages for project participants by committing institutional resources to the extent possible;

Secure the full cooperation and support of the Admissions, Student Aid, Registrar and data collection and analysis components of the institution.

Establish methods of evaluation that are appropriate to the project and include both quantitative and qualitative evaluation measures.

Examine in specific and measurable ways, using appropriate baseline data, the success of the project in improving academic achievement, retention, and graduation of project participants.

Use the results of an evaluation to make programmatic changes based upon the results of the project evaluation.

# MAUI COMMUNITY COLLEGE

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### QUANTIFIABLE DATA

Criteria	F02	F03
OBJECTIVES	[1 <sup>st</sup> Year of Program]	
Identify, recruit, and select <b>160</b> academically challenged students to be served each year: At least 67% will be both low income and first generation, or individuals with disabilities. The remaining will be either low-income, first generation or individuals with disabilities. In addition, a minimum of 33% of the individuals with disabilities will be low-income.	<b>Students Served - 98</b> <b>Low-Income/ First Generation - 68%</b> <b>Low-Income Only - 14%</b> <b>First Gen Only - 15%</b> <b>Disabled Only - 0%</b> <b>Disabled &amp; Low-Income - 2%</b>  <u><b>70% were both low-income and first generation or individuals with disabilities.</b></u>	<b>Students Served - 161</b> <b>Low-Income/ First Generation - 64%</b> <b>Low-Income Only - 17%</b> <b>First Gen Only - 15%</b> <b>Disabled Only - 1%</b> <b>Disabled &amp; Low-Income - 2%</b>  <u><b>67% were both low-income and first generation or individuals with disabilities.</b></u>
Needs Assessment and Individualized Plan: Evaluate student records and assess the educational needs and potential of participant for a four-year postsecondary education; as the result of which <b>100%</b> of the students will have an Individualized Educational Plan (IEP) within one month of their acceptance into the SSSP.	<b>100%</b>	<b>100%</b>
Financial Assistance: <b>100%</b> of the students participating in the program will be offered sufficient financial assistance to meet their full	<b>100%</b>	<b>100%</b>

financial need.		
Institutional Climate: To ensure improved institutional climate supportive of the success of low-income and first-generation college students and students with disabilities, <b>100%</b> of the SSSP staff will participate on a college committee that impacts campus climate.	<b>100%</b>	<b>100%</b>
<b>PARTNERSHIP AGREEMENT</b>		
<b>37%</b> Of eligible participants will persist towards completion of the academic programs in which they were enrolled.	<b>84.7%</b>	<b>77.8%</b>
<b>50%</b> of eligible participants met academic performance levels required to stay in good academic standing at grantee institution.	<b>77.6%</b>	<b>71.1%</b>
<b>15%</b> of eligible participants will transfer each year.	<b>25.5%</b>	<b>80.9%</b>
The extent to which the applicant has met administrative requirements—including record keeping, reporting and financial accountability. Provide the estimated number of participants that will be low-income and first-generation <u><b>67%</b></u> , and individuals with disabilities and low-income individuals with disabilities to assure compliance with the 1/3-2/3 requirement.	<p><b><u>70% were both low-income and first generation or individuals with disabilities.</u></b></p> <p><b>61% of Administration requirements were met [Calculation based on percentage of total participants served as compared with total proposed.]</b></p>	<p><b><u>67% were both low-income and first generation or individuals with disabilities.</u></b></p> <p><b>100% of Administration requirements were met</b></p>

**MAUI COMMUNITY COLLEGE  
STUDENT SERVICES – STUDENT SUPPORT SERVICES PROGRAM  
ASSESSMENT SURVEYS**

**ASSESSING STUDENT NEEDS**

Students are assessed as to basic skills, academic support, college study skills, mentoring support, career planning, financial support, personal growth, transfer services, and services to disabled students. A table illustrating itemized student needs assessment, monitoring plan, and personnel involved is in Table 8 below and continued on the following page.

**Table 8. The Plan for Individual Student Needs Assessment and Monitoring**

<b>NEED TO BE ASSESSED</b>	<b>INITIAL ASSESSEMENT</b>	<b>FOLLOW-UP ASSESSMENT</b>	<b>PERSONNEL INVOLVED</b>
Basic Skills	COMPASS, AFAP, Transcripts, Interview	Progress reports, Classroom Monitoring, Transcript Review	SSSP Counselor, Supplemental Instruction Staff, Faculty
Academic Support	AFAP, Interview, Progress Reports, Tutoring, Supplement Instruction (SI), Confirmations	Tutoring & SI Contact Records, Transcript Review, Progress Reports	SSSP Counselor, Supplemental Instruction Staff, Faculty, Tutors
College Study Skills	COMPASS, LASSI, MBTI, AFAP, Interview	AFAP, Progress Reports, Classroom Monitoring	SSSP Counselor, Supplemental Instruction Staff, Faculty, Tutors
Mentoring Support	COMPASS, AFAP, Transcripts, Interview	Follow-Up Interviews, Mentor Feedback	SSSP Counselor, Mentoring Program Coordinator
Career Planning	MBTI, EMBARK, Interview	Career Assessment Tools, Career Exploration Classes, Cooperative Education Experience, Follow-up Interviews	SSSP Counselor, Career Services

Financial Support	AFAP, Interview, Progress Reports, Confirmations	Financial Aid Eligibility Verification Form, Tax Return Data	SSSP Counselor, Financial Aid Officer
Personal Growth	MBTI, EMBARK Interview	Follow-up Interviews	SSSP Counselor, Appropriate Campus/Community Personnel
Transfer Services	AFAP, Interview	Transfer Interview, Academic & Financial Aid Transcript Review, Follow-up Interviews (students w/40+ credits)	SSSP Counselor, SSSP Transfer Counselor
Disabled Student Services	AFAP, Interview, Documentation Source	Disability Verification Form, Progress Reports, Transcript Review, Follow-up Interviews	SSSP Counselor, Coordinator for Disability Services, Agency Personnel

#### Instruments/Methods Used for Assessment and Monitoring

- COMPASS College Placement Test
- Academic and Financial Aid Planning
- Individualized Educational Plan form (AFAP)
- Supplemental Instruction (SI)
- Counseling
- Meyers-Briggs Type Indicator (MBTI)
- LASSI Study Skills Inventory
- EMBARK College and Career Software
- Student Progress Reports
- Tutor Request Form
- Counselor/Tutor Contact Record
- Financial Aid Eligibility Verification Form
- Disability Verification Form

## Assessing Program Services

**TABLE 9. EVALUATION OF SERVICES**

PROCEDURES	Statistics Com- piled	Student Evals	Staff Mtg's	Student Tracking Instruments	Acad. Pro- gress	Case Studies	Structured Counselor Contact	External Feed- back
<b>SERVICES</b>								
Individualized Plan					X	X	X	X
Academic Advising		X			X	X	X	X
Tutorial Assistance	X	X	X	X	X		X	
Study Skill Instruction	X	X	X				X	
Mentoring		X	X	X		X	X	
Career Planning							X	
Financial Aid Assist.	X			X		X	X	X
Personal Counseling		X				X	X	
Transfer Services	X	X					X	X

- Statistical Compilations
- Student Evaluations
- Staff Meetings
- Student Tracking Instruments
- Academic Progress
- Case Studies
- Structured Counselor Contacts
- External Feedback