

**APR Report for 2017-2018
2018-2019 Cycle**

Section I: Program Description

IA1. Program (Select your program from the drop down list)

STU SRVCS Office of Student Services

IA2. Other Program (If your program is not on the above list, write it in here)

IB. Program Lead (Your first and last name)

Severo M. Balason Jr.

IC. Program Mission Statement

Provide the Program's Mission Statement.

The Vice President of Student Services office is committed to holistic development of students and staff by supporting students to achieve their academic, personal, and career goals and empowering staff to enhance excellence in the delivery of services supporting student success. The Office of Student Services provides leadership and administrative oversight throughout Student Services and campus safety and security for Taft College.

ID. Program Summary

Provide a brief summary on the current status of the program being reviewed.

The Vice President of Student Services office works collaboratively across the District to support student success at Taft College, and provides leadership to the Directors and Coordinators of Admissions and Registration/Records, Assessment Center, Athletics, CalWORKs, Counseling Services, DSP&S, EOP&S/CARE, Financial Aid, Student Activities, Student Housing, Security and Safety, and Veterans. The Office is responsible for administering the Student Code of Conduct, due process, and student discipline, and the Vice President of Student Services serves as the Title IX and Section 504 and 508 Coordinator for students. The Office is responsible for anticipating the student services programs needed to meet the educational needs of students and the community college district at large, and ensuring excellence in both ongoing and developing student affairs programs and services. The Office also leads the development and prioritization of budget recommendations from all student services areas, and assists in the preparation and administration of the annual budget. Finally, the Vice President of Student Services currently serves as the Chair of Campus Safety and Security and the Public Information Officer. He also co-chairs the Access

Committee, Hall of Fame and Golf Tournament committees. The student services division assists in empowering students to complete their academic and career goals.

Section II: Looking Back—2017-2018

IIA. Present the Results (Rubric Criterion 3)

Provide a descriptive summary of the outcomes from the 2017-2018 cycle of program review.

The Office of Student Services in collaboration with instructional services have demonstrated incremental annual increase in certificate and degree completion:

California Community Colleges Chancellor's Office
Program Awards Summary Report

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Taft Total	465	452	456	495	646	654
Associate in Science for Transfer (A.S.-T) Degree		1	3	22	53	60
Associate in Arts for Transfer (A.A.-T) Degree	8	10	25	40	53	48
Associate of Science (A.S.) degree	98	105	99	110	157	142
Associate of Arts (A.A.) degree	226	221	213	192	208	220
Certificate requiring 30 to < 60 semester units	23	24	16	18	22	3
Certificate requiring 18 to < 30 semester units	26	22	21	36	39	28
Certificate requiring 12 to < 18 units	6	9	7	11	13	31
Certificate requiring 6 to < 18 semester units	53	37	47	45	76	122
Noncredit award requiring from 960+ hours	25	23	25	21	25	

The hiring of mental health counselor, the Director of Campus Safety and Security, and the Dean of Student Success demonstrated safety and agency of Taft student population as reflected in the exponential increase in annual educational attainment since 2013-2014 program year.

IIB. Probe the Results: I Wonder . . . (Rubric Criteria 1, 3)

In this section, judge whether the activities you implemented in 2017-2018 to reach your goals were effective. Did the activities have an effect on the outcome? Please describe WHY you believe your outcomes came out the way they did. Did you reach your goals? If yes, explain why. If you did not reach your goals, explain why.

The investment in enhancing *DegreeWorks* and the training provided to counseling staff contributed to the increase of students' educational plans leading to completion of their Program of Study. In addition, the smart catalog has been updated to reflect current programs that students can refer to when examining their Program of Study in *DegreeWorks*.

The outstanding academic performance of Athletes exemplifies 15-to- finish cohorts leading to completion within two to three years of study.

The increased awareness of campus safety and security and availability of security personnel on campus created an atmosphere conducive for learning. Campus safety and security aids/guides are also available at the college website.

IIC. Ideate Innovations: What if . . . (Rubric Criteria 1, 5)

In this section, describe activities you believe would have an effect on your 2018-2019 outcome measures.

- The continued enhancement and utilization of DegreeWorks by students and counseling staff will continue to increase student completion and graduation.
- The introduction of mind mapping software that was recently purchased by the office of student services will have an impact on the ability of students to think critically, write proficiently, and organize thoughts more effectively leading to completion of their certificate or degree majors.
- The ongoing Campus security and safety coverage on campus and the procurement of emergency equipment (AEDs) will enhance students' perceptions of a safe and secure environment that is conducive for learning and productivity.

Section III: Looking Forward—2018-2019

III. List Your 2018-2019 Goals—Be Quantitative!

List your 2018-2019 APR goals in terms of their expected changes on the outcome measures as indicated earlier. Each goal that requires resources, impacts other areas, or otherwise is substantive requires the submission of an APR Goal form. Keep in mind the scoring rubric criteria:

1. The relationship between program review narrative and the APR Goal is evident and strongly supported by evidence.
2. The APR Goal directly implements institutional planning document goals.
3. The outcome directly implements institutional planning outcomes, and is transferrable and/or scalable institutionally.
4. APR Outcome indicators, methods and/or timelines use institutional measures, transferrable/scalable institutionally
5. Before/after benchmarks and timelines are completely specified, identical methods, transferrable/scalable.

Goal 1: Increase utilization of DegreeWorks and improve students’ and counseling staff’s use by adding an early alert component that is available through Ellucian. The program is called Ellucian CRM.

Goal 2: Continue to provide campus safety and security presence on campus. For accurate reporting, the Director of Campus Safety and Security will renew annual subscription for Clery Toolkit to enhance documentation and reporting of Campus crimes/incidents. The Campus Safety and Security will ensure timely submission of the required annual Clery Report and also provide timely notification of all students, staff, and faculty for the availability of the Clery Report.

Goal 3: Student Services will continue to enhance technology by purchasing software that help students’ learning, such as MindView, Dentrix, etc.

Goal 4: Utilize all student services operations to maintain a 2% growth rate of student completion:

California Community Colleges Chancellor's Office
 Program Awards Summary Report

	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Taft Total	465	452	456	495	646	654	?
Associate in Science for Transfer (A.S.-T) Degree		1	3	22	53	60	
Associate in Arts for Transfer (A.A.-T) Degree	8	10	25	40	53	48	
Associate of Science (A.S.) degree	98	105	99	110	157	142	
Associate of Arts (A.A.) degree	226	221	213	192	208	220	
Certificate requiring 30 to < 60 semester units	23	24	16	18	22	3	
Certificate requiring 18 to < 30 semester units	26	22	21	36	39	28	
Certificate requiring 12 to < 18 units	6	9	7	11	13	31	
Certificate requiring 6 to < 18 semester units	53	37	47	45	76	122	

Noncredit award requiring from 960+ hours	25	23	25	21	25		
Section IV (Optional): Evaluation of Program Review and Planning Process							

IVA. Evaluation of Program Review and Program Planning Process

In this cycle of program review, what aspects of the program review and program planning process worked best and why?

The annual evaluation works best because it is inclusive of both spring and fall semesters in terms of assessing student progress and completion rate.

IVB. Evaluation of Program Review and Program Planning Process

In this cycle of program review, what aspects of the program review and program planning process would you change and why?

It depends. The outcome will dictate what needs to change.