



ACHIEVEMENT

Achieved 4.32 Average Rating = **Green**

CORE THEME

Access

OBJECTIVE

A.3: Students access relevant curricula that support lifelong learning and achievement

INDICATOR

A.3.3: Success Indicator 37 – Graduate Survey

Measured by the average rating compared to the three-year average rating of student expectations and needs from internal survey data.

Indicator Thresholds

Green: Rating ≥ 4 Yellow: Rating between 3.00 and 3.99 Red: Rating < 3

Purpose and Meaning

Assesses student perceptions of programs and services after they have completed their degrees, providing important feedback for the planning and improvement of those services accessed by students.

WHAT WAS ACHIEVED AND WHAT IS PLANNED FOR THE FUTURE

The Graduation Survey is an assessment that looks at students experience while at southwestern, the overall rating was a 4.32 with ratings ranging from 5 very satisfied to 1 very dissatisfied based on 381 respondents. The areas fall into three camps, Student Services Student Activities and Instruction. Student Services is further broken down into areas, Financial Aid, First Stop, Advising, Counseling, Admissions, Online Registration. Instruction, Athletics, Recreation Center, Recreational Sports are also mentions but will not be covered in this narrative. The graduating students rank their impressions of the services they received while at the college. Areas that are ranked as needing improvement will be addressed in this upcoming academic year. Areas that need improvement, ranked negatively, by students are as follows; Advising 29%, Financial Aid 44%, Student First Stop 49%. Discussions will begin with groups in each of these areas to explore ways to improve student satisfaction which in turn will improve student access.

FACTORS AFFECTING RESULTS/PROGRESS

The major factors that have impacted the results are, the conversion from Datatel to Jenzabar at the beginning of the 2012-2013 academic year, an advising model that is obsolete given current staffing at the college. Financial Aid student satisfaction has improved over the year however with new financial aid rules in effect this is creating a different financial aid climate at colleges. Staffing reductions in the First Stop has resulted in staff having to work in areas they may not be comfortable in and are over whelmed by the volume of work that is required.

Planning Priorities

Strategic Goal - 2: Provide access to support services for students and the community.

Annual Priority -2.2: Develop and implement initiatives to increase access to services for students to increase enrollments and FTE.

Institutional Planned Accomplishment - 2.2B: Enhance services and increase access to services

Unit Planning

Advising staff will review the results of the graduation survey and develop a plan of improvement. Directors of Financial Aid and the First Stop will

meet with their staff to talk about survey results and implement improvements. The Education Support Services Leadership team will be updated on the improvements that these departments recommend.

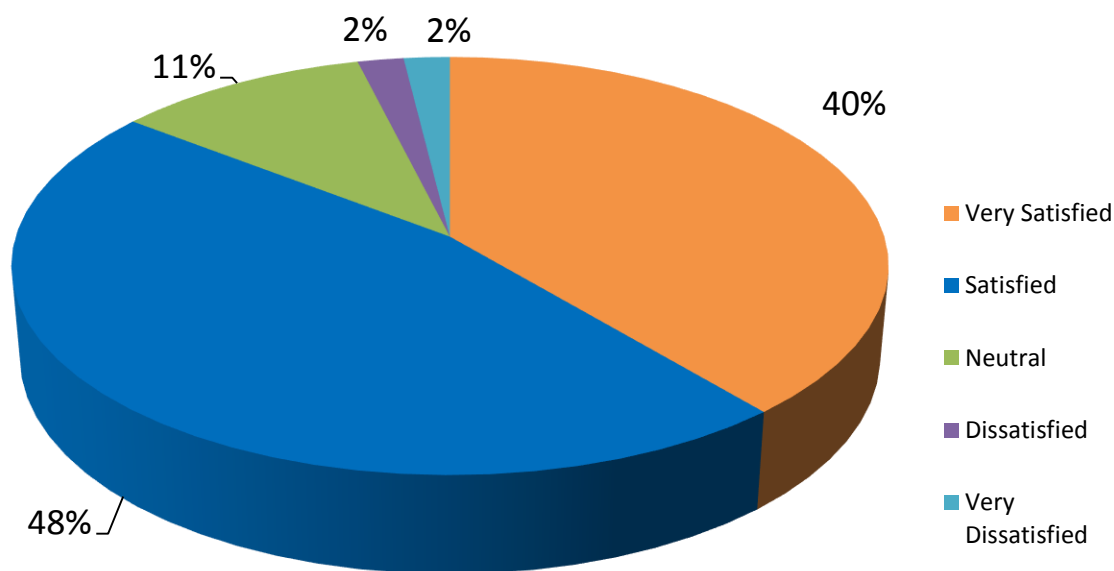
Budget Impact

There will be an impact on the budget. The First Stop will need additional staff to improve services to students. In addition, advising service may need additional staff and or trainings in order to implement improvement's to service. Funds may need to be spent to hire a consultant to review First Stop processes to improve efficiency and student satisfaction.

Achievement Analysis

When asked, what was your main objective for attending SWOCC, 30% reported to earn a transfer degree. 50% reported to earn an Associate's Degree. 16% reported that their main objective was to earn a 1 year certificate. Students report an overall satisfaction of 88%. When asked if the skills learned at SWOCC would have an impact on current or future employment student's ratings were 88% positive. When asked what was your overall impression of your experience at SWOCC 85% reported a positive experience. However SWOCC needs to improve in the areas of Advising, Financial Aid and First Stop services. The current model of advising needs to be reevaluated given the current number of full time faculty who advise. To compensate for fewer full time faculties, a default advising repository was created in order to serve and monitor students. ESPS is now the largest repository of advisees at the college. The majority of these students are new to the college. ESPS has two professional advisors who carry 150 or more advisees. In addition to the professional advisors, ESPS has two faculty advisors with an advising load of 25 advisees, which is set by the faculty contract. The college will need to explore other ways to serve these students. one option would be to increasing the number of advisees per full time faculty, Another option would be to hire additional professional advisors in ESPS or other departments such as Athletes. Another option would be to have other staff advice students. Improvements to the First Stop can be accomplished by doing a audit of it's process and services. The Registrar will be meeting with other Registrars in the hopes of creating a peer audit process. If this does not occur, than a consultant should be hired to do the audit. Finally Financial Aid processes need to be reviewed to determine workflow and staffing. According to the Director of Financial Aid, there are definite times during the year when the number of FA applications are high. Additional staff should be brought in to assist with the processing FA applications during this time.

Educational Experience at Southwestern



DATA DOCUMENTATION

Documentation Posted:

SOCC Mission Fulfillment Reports Website at: SOCC Mission Fulfillment Reports Website at:

<http://www.socc.edu/ie/pgs/success-indicators/index.shtml>

TracDat Assessment Software: Success Indicators 2012-13 folder

Data References:

Graduate Survey data compiled within the survey software and tracked with the yearly graduate report. Data and report located on the network: itt\institutionalresearch\surveys\graduation

ABOUT THE DATA

The report and chart information was prepared and coordinated by Tim Dailey, Dean of Students and Robin Bunnell, Institutional Researcher.

Contributions to the narrative were supplied by Tim Dailey, Dean of Students.

Requirements

NWCCU Accreditation; Program Review.

For more detailed information, contact the Institutional Research office - ir@socc.edu