

Student Affairs | Measuring Up

Creating a culture of assessment and evidence.

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COVER SHEET

**Salisbury University
Office of Student Affairs
TRiO Achieve-Student Support Services
August 5, 2019**

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EXECUTIVE SUMMARY

TRiO ACHIEVE- Student Support Services provides academic support and professional development for 156 Salisbury University students. The program is funded through a federal grant from the United States the Department of Education (DOE). Fall of 2010 was the first inaugurated cohort of TRiO students at the University. Since then, TRiO has graduated over 250 students and over 100 students have gone on to graduate school or professional programs. The TRiO program at Salisbury University (SU) has departmental goals to raise the academic achievement standard and close achievement gaps so that every student will become a globally competitive citizen in a culturally diverse world and to promote individual well-being, and provide positive, respectful, and caring environments for learning.

The program attempts to accomplish its goals through several services offered that include tutoring, assistance with course selection, financial literacy, career, and academic counseling. All the services provided help to improve retention and graduation rates of students within the program. During the 2019-2020 academic year, TRiO enjoyed major events that helped students meet college requirements through a yearly Summer Bridge, Global Learning Visits, Career Readiness Workshops, peer and professional mentoring.

The major achievements for the 2019-2020 academic year began with a high number of students that returned for the fall semester. Twenty-Five students held leadership roles within campus registered student organizations (RSO). Five students helped to meet the requirements to maintain active status for their newly RSO that improves the support of first-generation students at SU. The TRiO Annual Report for 2017-2018 was submitted and the program was able to meet the required grant objectives. Ninety percent of all participants served by the program persisted from one academic year to the beginning of the next academic year or graduate with a bachelor's degree during the academic year. In addition, 90% of all enrolled participants served by the program were in good academic standing and 70 % of the 2012-13 cohort graduated with a bachelor's degree.

Aspirations for the upcoming year includes creating more opportunities for academic and professional development for students and planning for the 2020 grant application. In addition, TRiO will be planning a campus celebration for its 10-year anniversary at Salisbury University.

Section I: Department Overview

Vision

To advance the mission of Student Affairs by providing opportunities for students to engage in educational experiences that increase leadership and career skills both inside and outside of the classroom.

Mission

To provide equitable access to services and programs that address academic, behavioral, social, and emotional needs of all students for academic rigors of college and career readiness.

Goals

The goals of TRiO-Achieve SSS include the encouragement and assistance of students who are traditionally under-represented in postsecondary education. The goals are listed as:

- Support the academic success of all TRiO participants
- Promote academic success through the strategic use of resources
- Increase student's ability to become independent learners
- Implement practical, proven strategies for improving academic skills
- Help students develop competencies that directly enhance their success in the classroom
- Increase / Improve student retention and graduation rates

Scope of Practice – Services Provided

TRiO provides opportunities to motivate students toward the successful completion of their postsecondary education. The program required services are listed as:

- Academic tutoring (services not provided by the writing center, CSA or math emporium).
- Advice and assistance in postsecondary course selection
- Assist participants with information on both the full range of student financial aid programs, benefits and resources for locating public and private scholarships
- Assistance in completing financial aid applications
- Counseling services designed to improve the financial literacy to assist students in applying for admission to graduate and professional programs

Additional /allowable services provided by the program are listed as:

- Summer bridge (orientation)
- Global learning visits program
- Career readiness initiative
- Peer mentor program

Student Learning Outcomes

Section II: Examples of Major Events, Services, Activities, and Initiatives¹

Examples of Major Events, Services, Activities, Initiatives	Target Audience	Number(s) Served	Cost Per Participant ²
<i>Example: Annual First-Generation Conference.</i>	<i>First generation students and their faculty mentors</i>	<ul style="list-style-type: none"> ▪ 75 students³ ▪ 60 faculty mentors ▪ 12 guests⁴ 	▪ \$22.72
Summer Bridge	New and transfer students in their first semester at SU	30 New students 6 Peer mentors	\$17.50
End of the Year TRiO Recognition Ceremony	TRiO students, faculty, staff and parents	50 TRiO students 10 faculty 15 guest/family	\$11 (family and guest not included)
Women's Forum Annual Conference	Juniors and seniors in the program	10 TRiO students 1 TRiO staff member	\$35
2 Graduate Fairs off campus (1 in the fall and 1 in the spring)	Juniors and seniors in the program	41 TRiO students 1 TRiO staff member	\$9.50

¹ Contact the Associate Vice President for assistance in completing this section if needed.
² Use this formula to determine cost per participant (CPP) for every person attending: Cost of Event / Attendees.
³ For future reports, Units will be asked to report on (1) total unique headcounts for students where repeat visits are not counted and (2) total visit counts where same students may visit and receive services multiple times.
⁴ This could include family, friends, faculty, and staff.

Section III: Summary of Budget Reallocations and Impact⁵

2018-2019 Budget Reallocations

Examples of Budgetary Reallocations	Impact on Service Delivery and Operations
<i>Example: Eliminated three student positions.</i>	<i>Office will be closed during lunch and no weekend hours which reduces opportunities to serve students, employ students, and interact with public.</i>
Find alternative payment for peer mentors working for the TRiO program	Office will collaborate with AmeriCorps to provide educational scholarships for peer mentors instead of paying an hourly rate.

2019-2020 Budget Reallocations

Examples of Budgetary Reallocations	Impact on Service Delivery and Operations
<i>Example: Reduced travel opportunities for staff.</i>	<i>Minimal professional development opportunity for staff which could result in staff turnover.</i>
Increase staff development	Provide tuition waiver for staff retention. Low minimal cost for professional development

⁵ Contact the Associate Vice President for assistance in completing this section if needed.

Section IV: Collaborations and Partnerships (Internal and External)⁶

Examples of Collaborations and Partnerships	Outcomes and Impact
<i>Example: County Public Schools Guidance Counselors</i>	Resource materials for helping high school students and families discuss mental health before college.
Multicultural Services	Partnership on a de-stressor workshop or session for fall 2019
Disability Resource Center	Collaborate on resource material for our program participants and ways to provide a joint workshop /session on health and wellness or career readiness
America Corps	Partner to provide 5-7 students or community members an opportunity to support the mission of TRiO, gain 300 community service hours and a onetime education stipend of \$1,283.

⁶ Contact the Associate Vice President for assistance in completing this section if needed.

Section V: A Summary of Achievements Related to Student Affairs Strategic Plan

The following are examples of ways in which the Unit is assisting Student Affairs achieve its goals.

Goal 1: Student Affairs aims to foster safe, accessible and inclusive communities for undergraduate and graduate students.

- TRiO staff and peer mentors used program evaluations to develop or modify the delivery of services or program activities.
- The program staff made changes to 3 of the 5 commonly used forms to streamline efficiency in data collection and peer mentors have provided effective suggestions to Summer Bridge to reach more eligible participants.
- Staff attended 2 training sessions to improve service delivery and develop new interventions in working with students that have experienced trauma and loss and grief.

Goal 2: Student Affairs aims to educate students for campus, career, and life.

- The TRiO program provided access to 3 professional conferences on and off-campus that improved student's career readiness skills as defined by the National Association of College and Employers (25 students participated)
- Our program provided on and off-campus collaboration with other USM schools (Bowie State, Coppin State and UMES) that exposed students to financial literacy and understanding of various financial areas including topics related to managing personal finance, money and investing (20 students participated)
- In addition, the TRiO program created opportunities for students to engage in intercultural/cross-cultural through international education online with schools around the world and global learning visits to Cuba, South Africa (10 students participated).

Goal 3: Student Affairs aims to embrace innovation.

- Increased the involvement of students using TRiO MyClasses by 5% for program and academic notifications.
- Set up automatic alerts for students to review posted material through remind.com system.
- Using technology weekly to engage with satellite students so they receive the same quality of assistance and support as the home campus.

Goal 4: Student Affairs aims to motivate student affairs professionals to increase effectiveness and efficiency.

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Section VI: A Summary of Achievements Related to **University Strategic Plan**

The following are examples of ways in which the Unit is assisting the University achieve its goals. Units may cut-and-paste as appropriate from above Section. Do not say, "See above."

Goal 1: EDUCATE Students for Campus, Career and Life

- The TRiO program provided access to professional conferences on and off-campus that improved student's career readiness skills as defined by the National Association of College and Employers
- Our program provided on and off-campus collaboration with other TRiO programs and USM schools that exposed students to financial literacy and understanding of various financial areas including topics related to managing personal finance, money and investing.
- In addition, the TRiO program created opportunities for students to engage in intercultural/cross-cultural through global learning visits to Cuba, South Africa.

Goal 2: EMBRACE Innovation of the Salisbury University Experience

- Increased the involvement of students using TRiO MyClasses by 5% for program and academic notifications.
- Set up automatic alerts for students to review posted material through remind.com system.
- Using technology weekly to engage with satellite students so they receive the same quality of assistance and support as the home campus.

Goal 3: FOSTER Community

- In addition, the program did monthly birthday acknowledgements to ensure each individual feels accepted and supported.
- TRiO also encourages students to participate in campus activities and include them in the departmental calendar.
- We invite offices around the campus to come and take with students about graduate school, being employment ready and how to have their resumes and cover letters reviewed by Career Services.

Goal 4: PROVIDE Appropriate Programs, Spaces, and Resources for All Members of the Campus Community

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Section VII: Measuring Up – Research, Assessment, and Evaluation⁷

Previous Year’s Goals and Outcomes

Department Goals	Summative Outcomes
<i>Example: Promote student success through health and wellness initiatives.</i>	<ul style="list-style-type: none"> ▪ 5 health and wellness workshops were offered in partnership with Center for Student Achievement ▪ 1,257 unique students attended 5 health and wellness workshops ▪ 83% of students who attended the 5 health and wellness workshops indicated the sessions contributed to their academic success
156 participants should be served	100% current participants served
2/3 of Eligibility participants should be First- generation and low-income.	72% of eligible participants is first-generation and low-income.
90% of all participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate with a bachelor’s degree during the academic year.	91% of all participants served by the SSS project will persist from one academic year to the beginning of the next academic year or graduate with a bachelor's degree during the academic year.
90% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution.	90% of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution.
68% of 2012-13 new participants served will graduate with a bachelor's degree or equivalent within six (6) years.	76% of 2011-12 new participants served will graduate with a bachelor's degree or equivalent within six (6) years.

Other Projects

Project	Key Result(s) or Outcomes	Organizational Changes
<i>Example: Three-Year Student Satisfaction Survey with new math instructional software.</i>	<i>80% of student users indicated new software was helpful to understanding math concepts.</i>	<i>Two additional math sessions using the new software will be added.</i>

⁷ Contact the Associate Vice President for assistance in completing this section if needed.

Student Learning Outcomes

Student Learning Outcomes	Mapped to University SLOs	Mapped to Division's SLOs	Evidence of Learning
<i>Example: Sophomores participating in the Sophomore Year seminar will be able to explain University policy for changing a major.</i>			<ul style="list-style-type: none"> 75% of participants were able to explain policy for changing a major as evident on post-evaluation compared to pre-test results.
<i>Example: 70% of seniors participating in the résumé development series will be able to identify at least four strategies for writing a successful résumé.</i>			<ul style="list-style-type: none"> 80% of participants were able to identify four strategies for writing a successful résumé as evident on written exit interview.
75% of juniors and seniors participating in the program will be able to identify at least 4 of the 8 NACE skills and appropriately use them during career activities.			70% of participants were able to identify 4 of the 8 NACE skills and appropriately use them during career activities (networking, job fairs, internships and interviews).
50% of students with a GPA below 2.5 will meet with academic coach or program staff to increase the likelihood they will persist.			60% of students with a GPA below 2.5 were able to meet with an academic coach or program staff to increase the likelihood they will persist.
50% of TRiO students actively participating in the program will engage in 3 community service events and programs that support neighborhood activities.			50% of participants were able to engage in 2 community service events and programs that support neighborhood activities (I love Salisbury, Campus Recycle and Community College school mentoring)

Section VIII: Strategic Plan-Related Goals for 2019 – 2020⁸

The following goals are intended to be ambitious but attainable. Each goal should be linked to measurable outcomes and is consistent with strategic priorities, Student Affairs' goals and expectations, and the University's strategic plan. Three to five goals are recommended.

Department Goal or Objective	Mapped to University Strategic Plan Goals	Mapped to SA Strategic Goals	Examples of Assessment Metrics
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⁸ Contact the Associate Vice President for assistance in completing this section if needed.

<i>Example: Implement new living-learning communities focused on diversity and inclusion.</i>	<i>Goal 1 Initiative 2</i>	<i>Goal 3 Initiative 1</i>	<ul style="list-style-type: none"> ▪ <i>Number of living-learning communities created.</i> ▪ <i>Number of students completing housing contracts for the new LLCs.</i>
<i>Example: Ensure that 70% of academic probation students participate in at least two sessions on successful study habits.</i>	<i>Goal 4 Initiative 2</i>	<i>Goal 2 Initiative 3</i>	<ul style="list-style-type: none"> ▪ <i>Number and percent of academic probation students participating in at least two academic sessions.</i>