

## **STAR STUDENT SUPPORT SERVICES PROGRAM REVIEW**

**2004-2005 Funding \$228,825**

**2005-2006 Funding \$235,689**

### **MISSION STATEMENT**

**STAR Student Support Services (SSS) is a federally funded TRIO program. The program is designed to identify 160 eligible students and provide instructional support services above and beyond what is currently being offered. The goal of the program is to assist these students graduate and transfer to a four-year college.**

**The program was funded for the first time in 2001-2. The initial funding cycle was from 09/01/2001 to 08/31/2002. The program received continuation funding for each subsequent year, and recently completed this grant cycle on 08/31/2005. A grant was submitted to the U.S. Department of Education for the grant cycle which began 09/01/2005, and we have been informed we are funded for this grant cycle. The program currently to receiving \$235,689 to serve 160 students for 2005-2006.**

### **PROGRAM DESCRIPTION**

**Eligibility is determined by federal guidelines. Students are eligible to apply for the program if they meet one or more of the following requirements: neither parent graduated from a four-year college, documented financial need, and/or a disability. Other requirements include U.S. citizenship or resident alien status, academic potential, and a demonstrated academic need for the program. The program is funded to serve 160 students.**

**The STAR Student Support Services program is funded to provide the following services:**

- \* Peer/faculty mentoring**
- \* Progress monitoring and personal support through regular meetings with program staff**
- \* Financial aid and scholarship application assistance**
- \* A limited amount of supplemental grant aid**
- \* Cultural enrichment activities**
- \* Academic, goal-setting and career advisement**
- \* Four-year college visits and transfer assistance**
- \* Study skills, supplemental instruction and tutoring**
- \* Computer literacy and research skills instruction**
- \* Summer bridge program**
- \* Academic enrichment**

## STAFF

**Director: Linda Jansen**

**Counselor: Karen Martin**

**Clerical Assistant III: (50%) Latisha Sampson**

**Peer Mentors: (hourly student workers) Melendy Baham, Solomon Ferdin**

**Computer Lab Aid: (FWS) Iris Torres**

## Part I. CURRICULUM

Not applicable

## Part II. STUDENT SUPPORT AND DEVELOPMENT

- 2.1 The STAR SSS program publishes information in flyers, student handbook, website consistent with its mission and admission policies.
- 2.2 The STAR SSS program utilizes all modes of communication to provide information to our students. Examples would include newsletter, website, brochures, student handbook, and college catalog.
- 2.3 The educational support needs of our student population are identified through program application, needs assessments, staff interviews, and program/event evaluations. The program staff work with students on an individual basis as they seek services to determine on an ongoing basis what support services are needed for the students to meet their educational needs. The staff provides many of these services and refers to other campus resources for additional services. Referrals include financial aid office, job placement, learning center, library, faculty, transfer - career center, graduation office, and other programs such as EOPS, ESL, CALWorks, DSS, and Veterans office when appropriate.
- 2.4 Students in the STAR SSS program are asked to complete program and service/event evaluations as they participate in the different services.
- 2.5 STAR SSS students are referred to the Assessment Center for reading, writing and math assessments and the results are discussed with the students as they are advised into classes. Students are also referred to learning specialists to determine preferred learning styles. Study skills, time management, and other inventories are also utilized with individual students and in groups to assess needs of program students. The program staff continues to identify appropriate instruments to assess academic skills and needs of our program students.

- 2.6 The STAR SSS program provides appropriate comprehensive, reliable, and accessible services to its students in the STAR office and when traveling. Accessible transportation to meet the needs of students traveling to cultural events or college campuses is provided. Accessible computer workstations and office space are provided for staff and students.**
- 2.7 The diverse student population served by STAR SSS includes first generation, low income, students with visual, motor, hearing, learning and/or other disabilities. Our student population includes older returning students, English as a second language, as well as students directly out of high school. The STAR program this past year has provided workshops on various positive health and stress reduction issues, which compliment the maintenance of a healthy campus climate. The program also refers our students to the services provided by the campus health van on a continuous basis.**
- 2.8 The STAR SSS program encourages student involvement in campus clubs and community volunteer opportunities. Students in our program are involved as leaders in numerous campus and civic organizations, which enhance and foster intellectual, ethical, and personal development.**
- 2.9 Student records are maintained in secure metal file cabinets in the office of the Director and Counselor for the STAR SSS program. A secure electronic STUDENT ACCESS database is also maintained to store student information and records for reporting purposes to the U.S. Department of Education, our funding source for the STAR SSS program. The program is currently working with IT Services, Katherine Mergliano, to enable access to BANNER information being pulled into our STUDENT ACCESS data base to insure accurate and timely reporting of student grade point average, receipt of financial aid, and other required information for reporting to U.S. Department of Education. This is important to meet the requirements for continued funding and to evaluate the success of the program and STAR SSS students.**
- 2.10 The STAR SSS program utilizes student evaluations of program and services effectiveness to determine success and adequacy of program services. Information is also gleaned from reports on student success and progress toward goals and objectives of the STAR SSS program through continuous and semester to semester monitoring and reporting to the U.S. Department of Education.**

### **Part III. STUDENT OUTCOMES**

- 3.1 Expectations for student outcomes are clearly articulated in the goals and objectives set forth in the grant application for which the STAR SSS program was funded through the U.S. Department of Education.**

A summary of the results of the student program evaluations is included in pie chart form.

### **3.2 Job Placement – not applicable**

## **Part IV. PERSONNEL AND SUPPORT SERVICES**

- 4.1 The program is mandated to provide a full-time Director and Counselor, and a 50% Clerical Assistant, and student peer mentors working on an hourly basis. The federal dollars that fund the STAR SSS program do not provide the necessary funds to fully support the salaries required for the staff. Institutional support from Antelope Valley College is needed to provide adequate personnel for effectiveness of the program. In order for the program to be effective support is needed to provide for 100% Clerical Assistant and to provide the additional support needed to cover the salaries of a full-time Director and Counselor.**
- 4.2 The current ratio of 50% Clerical Assistant has greatly hampered the effectiveness of the program. Student workers hired as peer mentors must be called on to provide clerical duties instead of serving as peer mentors. The Director and Counselor of the program are taken away from their responsibilities and required to provide clerical and other duties instead of being able to take care of the responsibilities of their positions. This is becoming more and more of an issue in maintaining the effectiveness and success of the program in providing meaningful services to our program students. If the program does receive grant funding for this upcoming grant cycle it is important that these issues be addressed in determining the advisability of the acceptance of the federal grant and continuation of the STAR SSS program and services for the future.**
- 4.3 Professional development opportunities are available through WESTOP Professional organization, institutions offering training opportunities for TRIO programs funded by U.S. Department of Education, and Antelope Valley College flex and staff development activities to adequately enhance the effectiveness of staff in meeting the goals and objectives of the program.**
- 4.4 Full time staff is provided opportunities to be involved in the process of hiring and evaluating faculty on a regular basis.**
- 4.5 The evaluation of staff is systematic and conducted at appropriate intervals.**
- 4.6 The evaluation processes assess effectiveness and encourages improvement.**
- 4.7 STAR SSS currently has a full-time Director and Counselor. Assistance is needed to have adequate funds to provide for these salaries on an ongoing basis. The program has survived due to the late start of the program in the first year of funding, initial hiring of**

staff on an hourly basis, and times when staff positions were open or in process of being hired.

- 4.8 There is NOT adequate support staff to meet program needs. Funding of 100% Clerical Assistant would provide adequate support staff to meet the current demands of the program.

## **Part V. FACILITIES AND EQUIPMENT**

- 5.1 Facilities are appropriate for program services. Computer lab is at maximum growth, based on information from IT, and the lab is at capacity much of the time. The program has funds to add computer work stations, but the wiring for our building is at capacity, as I understand it from IT. More planning for improving space utilization is still needed in this area.
- 5.2 The computers have been purchased in the past three years. The clerical staff computer was replaced this year, and that computer was moved into the computer lab. The clerical computer needed upgrades to handle the needs of the program. The area printer has needed repairs several times each semester, and the technician is still evaluating needed repairs. The Xerox machine has experienced problems this semester and is currently in working order. The program currently does faxing from student development, and could benefit from a fax machine in our area, but as I understand it there are no lines available to add a fax machine.
- 5.3 The director and counselor office are adequate for the effective operation of services. The clerical, computer lab, and study area for students is adequate, crowded at times, and well used by program participants. The computer lab and study area are at full capacity much of the time.
- 5.4 The safety of the facilities and equipment are reasonable and adequate.

## **Part VI. FISCAL SUPPORT**

- 6.1 During the period under review, resources from the U.S. Department of Education have been used effectively to support the program. There is a need for increased institutional support from Antelope Valley College to support adequate funding of the program to meet the mandates and needs of the program to serve our student population. Currently we are funded for a 50% clerical position, and this position needs to be increased to 100% to meet the needs of program goals and objectives. The funding level provided by the U.S. Department of Education is not adequate to cover the full cost of salaries for the full-time director and counselor positions, and the

needed full-time clerical position. Unless the STAR SSS program receives additional support and institutional funding from Antelope Valley College it will not have the ability to maintain at the current level within the budgetary allowances of the last three years. (Since the original writing of this document the SPBC did recommend funding, and the Board approved, for 100% clerical support, and the additional funds need to cover the personnel costs for the counselor and director position.)

- 6.2 Current and anticipated funding is not adequate to maintain a high quality of programs and services to students in the STAR Student Support Services program. There is a strong need to develop new areas of capital support for the program. The program has a small budget for supplies and works hard to save on costs by utilizing furniture and other equipment made available in the AVC “bone yard” and from donations from other campus programs and offices when they no longer have a use for pieces of furniture and supplies.
- 6.3 Our highest need is for funding for 100% clerical support person, and to support additional funds needed to cover the cost of counselor and director’s salaries not covered by the U.S. Department of Education grant funding. We can continue to provide needed services with the equipment and supplies funded by the U.S. Department of Education, and will continue to seek ways to cut costs in these areas. (See note at end of 6.1)

## **Part VII. COMMUNITY OUTREACH AND PROGRAM AWARENESS**

- 7.1 When the program originated staff made links with the community in developing a mentoring program for our students. At the present time the faculty/community mentoring program has become weak. Efforts in this direction need to be re-evaluated and the staff would need to have time available to devote to this effort. The staff have devoted time in volunteering and working on committees serving community programs such as United Way and local churches in the community through volunteerism.
- 7.2 Staff counselor, director, clerical assistant, and peer mentors have presented information to inform students about the STAR SSS program to individuals and groups through high school orientations, phone contact, in person, and by e-mail.
- 7.3 The program has not had the benefit of an advisory committee, and would benefit in the future by establishing such a committee. Currently, through staff meetings with Dean Gallerson and the managers of EOPS, CALWorks, DSS, Job Placement, and Veterans Affairs the program receives support for the development of programs as we plan for serving our “students in common”.

## **PART VIII. STATE AND FEDERAL COMPLIANCE**

**8.1 The STAR Student Support Services program adheres to all state and federal guidelines.**

**8.2 The STAR Student Support Services program adheres to all college policies and procedures.**

**Summaries and Recommendations:**

**It is evident from the information presented in this program review that the institution is supportive of the program and the services provided to the first-generation, low income, students with disabilities served by the program. The results of the student surveys are provided in pie chart form. A major recommendation would include to seek institutional funding through AVC Board, SPBC, College Foundation and the community to support the goals and objectives of the STAR Student Support Services program. (Note: Since the initial writing of this document institutional funding was approved through SPBC and the AVC Board. This is a major accomplishment.)**