

Student Services

Departmental Goals and Assessment Plans 2013-2014

Department Name: Student Conduct and Support Services

Department Goals for 2013-2014:

1. Facilitate resolution of student behavioral issues in concert with the Dean of Students
2. Support the Multicultural Initiatives Department by:
 - a. Work with Horizonte High School to facilitate a meaningful program to help current Horizonte students choose Salt Lake Community College and
 - b. Oversee the Pathways High School Transition program when such students do choose SLCC
3. Engage with the larger community on behalf of both Multicultural Initiatives as well as the School of Applied Technology through participation in:
 - a. State of Utah Refugee Providers Network
 - b. Department of Workforce Services Youth Advisory Committee
 - i. Maintain a contract with DWS to provide a College Advisor for the LYFE (Lifting Youth to Future Employment) program
 - c. City of Salt Lake ICAT Gang Task Force
 - d. Granite School District Granite Peaks Lifelong Learning Council
4. Support SLCC as the Site Administrator for Emergencies at the Highland Center

Project (Assessment) Title: 2013-2014

Horizonte Student Transition Initiative: Provide support services to help improve Horizonte students' engagement, persistence and retention at Salt Lake Community.

College Enrolled Students - Pathways. Pathways eligible students include individuals, who have graduated from or received their GED while attending Horizonte High School. Some of these students have received a scholarship from Horizonte to facilitate the costs of their college education. The Pathways Program is a voluntary program in which these students, as they enroll at Salt Lake Community College, are encouraged to participate in. The intention of the program is to provide support for intervention when these identified students appear to struggle with their success in College. With support from both professional staff as well as student peers, it is hoped that such students will be better equipped to deal with issues that could impair their educational success so that they can successfully move toward their educational and career goals.

This project will work collaboratively with Horizonte school administration, with the support of staff, to prepare their graduates for transition to the higher education environment, with an emphasis of attending Salt Lake Community. Also, provide those students with information about College culture and prepare for the rigor and challenges of college life. Support will be available to students to help them with the Admission Application and other critical resources to support the students' pursuit of their educational goals.

College Priority and Objective

Strategic Priority II – Improve Student Access and Success

- *Provide access to students underrepresented in higher education
- *Provide access to students underprepared for higher education
- *Support students to become successful and engaged learners

Student Services Student Learning Outcomes

- *Acquire knowledge of campus culture and resources
- *Display practical competence and intrapersonal skills
 - A. Achieve personal and academic goals; include degree attainment, and/or further education
 - B. Prepare for their chosen career

Methodology (Plan/Timeline/Method):

- Pre-Enrollment Support – Horizonte staffing for the 2013-2014 school year. Horizonte High School has offered to fund a Salt Lake Community College Advisor who will be assigned to work exclusively with Horizonte enrolled students. This staff position, supervised by the Director for Student Conduct and Support Services, will be a College employee located at Horizonte High School. The intention of this position will be to educate Horizonte students, staff and faculty concerning enrollment options and processes as they encourage students to consider Salt Lake Community College for their post-high school experience. This Advisor will be responsible for helping students in completing their College application for admission, direct them to financial aid resources, explain the benefits of a College education, and help such students as they consider future career goals. The Advisor will work closely with Horizonte faculty and staff, who assume a role of primary educational advisors for such students. As determined by Horizonte's expressed needs, the Advisor may be involved in classroom activities as well as faculty training and one on one meetings with students.
- Starting fall 2013, the Pathways Program team under the leadership of Multicultural Initiatives, with the support of PALs (Peer Action Leaders), who will act as peer mentors, will provide support and guidance to those students enrolled in the program. The professional staff (coordinators) will be responsible for general administration, supervision of PALs, and hands-on support of the program. The PALs will maintain a log and report weekly their contact with Pathways enrolled students, who have been assigned to a particular PAL.

Results/Findings:

Horizonte Student Transition Initiative: Provide support services to help improve Horizonte students' engagement, persistence and retention at Salt Lake Community.

- Twenty-five (25) Horizonte Instruction and Training Center graduates who enrolled at Salt Lake Community College applied for the Pathways Transition program during the 2013-14 school year. These were initially supported by the efforts of 7 Peer Mentors. Five of these Peer Mentors were engaged in the PALs (Peer Action Leaders) program, and two were recruited via Multicultural Initiatives Department tuition waivers. However, after applying for the program, of the 25 applicants only 8 actually participated in the program. Of the 7 assigned Peer Mentors, the services of 2 were redirected to other projects and one of the assigned PALs never followed through with the assigned mentees. Effectively, 4 Peer Mentors served 8 students.

Actions Taken (Use of Results/Improvements):

- Research into effective Peer Mentoring strategies, initiated by a VISTA volunteer recruited by Multicultural Initiatives department exclusively for this purpose, suggested that the effectiveness of peer mentors is directly proportional to their interest in and commitment to being peer mentors. It was determined that the PALs, who were recruited to participate in the Peer Action Leaders program and for whom mentoring was then a secondary responsibility, were not the best resource from which to recruit peer mentors. This was evidenced by the limited participation by those peer mentors recruited from this source. Therefore, for the coming year, peer mentors will be recruited exclusively based on an assessment of their commitment to become and their ability to function as peer mentors. This will be their sole focus, rather than a service project for another program.
- Through the course of the program year, relationships with Horizonte Instruction and Training Center were strengthened. A number of the Horizonte students who choose to attend Salt Lake Community college do so with a Horizonte-provided scholarship. These students have been assertively encouraged to register for the Pathways program with expectation of follow through. This is a direct result of the Horizonte-funded college staff person's efforts.
- Horizonte Instruction and Training Center requested space on the South City Campus of Salt Lake Community College in order to offer a Spring Bridge to College course for Horizonte Scholarship recipients, pending their high school graduation. 25 Horizonte students participated in this class and 12 of these have submitted applications to participate in Pathways with the fall semester (several of these are non-traditional students who have registered for School of Applied Technology (SAT) classes and they started class before the fall term).
- Additionally, other community agencies, who in turn refer students to Horizonte to complete their high school studies, have agreed to promote Pathways to their students who complete High School with Horizonte and then become students at Salt Lake Community College. Examples of these other agencies include the Department of Workforce Services LYFE (Lifting Youth to Future Employment) program, Utah State Office of Rehabilitation, and the Salt Lake City Gang Task Force.

- Incoming students, from various area high schools who have applied to attend Salt Lake Community College starting fall 2014, are participating in a Summer Bridge to College program, hosted by the First Year Experience Department. Those students in this program who graduated from Horizonte are being encouraged to participate in Pathways for the fall term.
- Conversation has been initiated with Granite Connections High School/Granite School District, concerning the possibility of extending mentoring services to students preparing to or who have graduated from this alternative high school.

Other Notes:

- The Pathways program, for the 2013-14 school year, relied on services provided by coordinators working in the Multicultural Initiatives Department. These coordinators, having multiple responsibilities within their hiring department, were limited in the time commitment available to fully engage in the Pathways program as a priority. While this could have been remedied, the closing of that department leaves this possibility a moot point. New resources will be needed and are actively being sought in order to provide staffing support for this program, which has every potential to be successful in supporting this group of identified students in need, based on their high school of origin (an alternative high school experience in the Salt Lake Valley).
- The Horizonte/College staff position will become an exclusive Horizonte employee, though responsibilities and relationships will continue with the College.