STUDENT SERVICES
ANNUAL REPORT
2011-2012

Salt Lake Community College
Step Ahead.
Each year departments within Student Services determine assessment projects that will help them identify better ways to meet the College’s strategic priorities. Each department links their assessment efforts to the appropriate priorities or learning outcomes. The following is a summary of some of the projects and how they have contributed to access, success, strengthening community partnerships, a more secure infrastructure, creating inclusive communities or learning.

We are proud of Student Services contributions to the SLCC mission, strategic priorities and imperatives. If you have any questions, please contact the Vice President’s office, 801-957-4284.
Access

Educational Talent Search (TRiO):

By working with high school students to help them stay academically strong and prepare for college, ETS saw these results:

- 97% (519/533) of students were promoted to the next grade level.
- 100% (63/63) of high school seniors involved graduated.
- 68% (47/69) of college ready participants enrolled in a program of postsecondary education.

Enrollment Services:

With the implementation of the new waitlist function, Enrollment Services surveyed students to assess their experience. 73% of students were successful in adding a class after being notified electronically.

Orientation:

The new NetConnect on-line orientation, available through MyPage for the first time, was launched by the Orientation office in June 2011. This allowed for the automatic transfer of completions of NetConnect completers to Banner to release students for class registration. This significantly streamlined the process and allowed orientation staff to pay greater attention to other priorities.

School Relations:

- A partnership with Granite Peaks Alternative High School and Southpointe Adult Education program was developed to assist students interested in transitioning to SLCC. Approximately 40 students submitted their financial aid and were contacted to complete their admission steps.
- A new seven year, 1.2 million dollar Gear Up grant was awarded to serve over 400 junior and senior high school students in four public schools within Granite School District.
- A new USHE ImPact sub-grant for $50,000 was awarded to expand the Horizonte Outreach Program to include adult and off-site high school populations. Over 41 targeted adults were assisted with transitioning into SLCC and SAT programs.
- In partnership with the Financial Aid Office, School Relations coordinated efforts with Cottonwood High School, Horizonte Alternative School and Granite Peaks Teen Parenting site to assist 50 low-income and help refugee students complete the Free Application for Federal Student Aid (FAFSA).
- In partnership with Granite School District, bussed 22 refugee students to one of our Financial Aid Nights.
- 175 students attended the Native American Youth Conference. It was expanded this year to include reservation schools.
- A partnership between UHEAA and VITA was developed to assist refugee students with their taxes and ultimately FAFSA. 22 refugee students attended.
• In conjunction with West High school, SLCC launched the PACE (Partnerships for Accessing College Education) program, serving 30 high school students in a three-way partnership between area high schools, SLCC and local businesses and industry. The project focuses on increasing rates of underrepresented, first generation, and socio-economically disadvantaged students who complete 4 years of college and career readiness.

Student Life and Leadership:

SLL launched a new software program OrgSync to allow students better access to the information needed to succeed in their organizational positions. This program allows users 24/7 access from anywhere there is internet access. With over 70 clubs and almost 1000 users, this program is geared towards prompting effective and efficient communication between and among 91 different student and staff organizations.

Success

Academic and Career Advising:

This past year the Academic and Career Advising Office received over 400 referrals through the Early Academic Alert Notification. Advising reviewed the records of 135 students, as a sample from this population, with the following results:

• 55 out of 135 students visited with an advisor (40% of the students).
• 30 students had a GPA above 2.0 (20 registered for spring semester 2012).
• 40 students had a GPA below 2.0; two students had a record of academic warning. 15 persisted by registering for the spring semester 2012.
• 32 students out of 135 withdrew from classes.
• 11 students are appealing their cases with Enrollment Services and 7 students from this population met with Advisors.

Efforts to increase faculty usage of the Early Alert system were successful:

• Fall 2011: 38 faculty participated in Early Alert referring 287 students.
• Spring 2012: 65 faculty referred 396 students.

The Academic Success Workshops were completely revamped to focus on how GPA impacts the student’s transcript and how to remedy a transcript with failing grades.

Academic Advising found success in giving First Year experience (FYE) classroom presentations in English as a Second Language (ESL) courses. ESL students were invited to visit with an advisor in the same term. They did so in large numbers, compared with those students who did not attend a classroom presentation. Persistence in enrollment for a second semester also suffered with this last group of students.
Athletics:
• 92% completion rate and 94% retention rate among varsity student athletes.
• Women’s Basketball and Softball both named as NJCAA Academic All American teams.

School Relations/Academic Advising/Multicultural Initiatives:
• Fifty-eight Horizonte College Scholars enrolled at SLCC during the 2011-2012 year; 48% completed the academic year.

Student Employment:
On Campus Student Employment:
Of the 59 students participating in OCSE, 35 completed the Student Engagement Survey. Survey results indicate that the goal to enhance student engagement at SLCC through OCSE is being achieved.
• 89% indicated that their participation enhanced their major or career related knowledge or skills.
• 74% indicated that having an on-campus job helped them to become more connected with SLCC.
• 89% indicated that having an on-campus job helped them to become more knowledgeable about SLCC.

Student Support Services:
Student outcomes substantially exceeded the objectives outlined in the grant proposal:
• 95% (189/200) persisted.
• 54% (31/57) graduated with an associate’s degree.
• 37% (21/57) transferred to a 4-year institutions and graduated with an associate’s degree.

Veterans Services:
• 84% increase in veterans’ graduation rate in the past two years.
• Veterans Center recognized nationally as the recipient of an Innovation of the Year award through League for Innovation.

Community/Business Partnerships

Athletics:
The Know Greater Heroes program took their drug-free presentation to 30 elementary schools interacting and role modeling for over 26,000 elementary students.

Grand Theatre:
Grand Theatre was awarded a $40,000 grant to develop a grand youth theatre program that will focus on visits to high school classrooms by theatrical and academic experts to explore various
elements of Grand Theatre productions. The grant will also underwrite a high school student ticket program that will allow students to attend Grand productions for free.

School Relations:

In partnership with Division of Workforce Services Youth Council, School of Applied Technology, Granite Peaks and Horizonte Alternative School, we worked to reengage high school dropouts to increase their educational goals.

Student Life and Leadership:

Registered over 9,000 students with the Education First campaign, and highlighted several students on campus with the statewide ‘we are the 66%’ marketing effort emphasizing the percentage of the workforce estimated to need some type of post-secondary certificate, training or degree by the year 2020.

Began D.C. Internship program with Tim Sheehan, VP for Institutional Advancement. Sent three interns to DC over the summer:

• one with Senator Hatch’s office.
• one at the Smithsonian Air and Space restoration department.
• one at the NAACP National Office, Litigation department.

Testing Services:

• The Spanish GED program is growing slowly but steadily. Our Spanish Test administrator is working very hard to establish good relationships in the Hispanic community.

Thayne Center:

27 America Reads Community work-study tutors worked with over 62 children at three Title I elementary schools. At Whittier, 19 children raised their reading skills by an average of four levels in eight months. In that same time, 43 children at Nibley Park increased an average of 3.65 levels. Also, Whittier utilized our students in English as a Second Language classrooms, reaching another 55 students.

The new Coordinator produced nearly 75 in-person site visits to different nonprofit community partners, reaching over 150 agency contacts through those visits. An annual Community Partnership Agreement procedure was revised and implemented, with approximately 50 nonprofit organizations signing on so far.

Over 160 volunteer opportunities were posted on our blog, which averages 18,000 views each month.

Vice President’s Office:

In collaboration with Academic Affairs, all SL County area principals were invited to campus to discuss college readiness issues. New feedback reports were created for each high school illustrating the students that came from their respective schools, how they placed into college and their course taking patterns.
Strengthen Institutional Support

Print Services:
The Print Services department increased revenues by 50% while maintaining price competitiveness.

Learning Outcomes

ACQUIRE KNOWLEDGE

Enrollment Services:
Enrollment Services conducted in-person faculty training to try to increase the accuracy of entering grades among faculty. Faculty who were trained in person had 100% accuracy in entering grades including last day of attendance. This is a significant improvement and directly affects students’ ability to move forward, meet prerequisite requirements and confirm financial aid decisions.

Health and Wellness Services:
Through a pre-post test conducted before and after a workshop on Health and Wellness Services, the department was able to increase the knowledge level of students regarding where H&W was located, which services they provide and how to access them.

School Relations:

• Knowledge of SLCC application process was assessed in a pre and post-test given to prospective high school students. Over 150 senior students participated. Results showed a 73% improvement after intervention.

• Assessment of the Horizonte Outreach Program, exemplifies a significant development in all aspects of the college choice and transition process for the program participants (71 students were surveyed). Areas of growth include increased knowledge on:
  — how to apply for college (increased by 60%).
  — how to fill out and complete FAFSA (increased by 65%).

• Horizonte families, who attended the SLCC College Night, increased their knowledge of all aspects of the college transition process (31 families surveyed).
  Knowledge of public and private scholarship aid available increased by 42%.
  Significant growth for English speaking families was centered in knowledge of requirements needed to apply for FAFSA (increased by 68%).
  Spanish-speaking families demonstrated more significant growth in all areas surveyed, including an understanding of financial aid and scholarships, career pathways, and matriculation steps (overall growth of 71%).

Student Employment:
70% of supervisors rated their on-campus student employee’s ability to learn job duties as exemplary.
30% rated them satisfactory.
Student Support Services:
96% of students attending the SSS conference designed to address financial concerns and budgeting questions responded that they learned the importance of budgeting and the impact of student loans. 92% responded that they will use a budget more wisely, determine wants vs. needs, and be more careful taking loans and making loan payments.

Thayne Center:
Critical Thinking Skills: 80% of ASB participants identified at least five social issues critical to the ASB site community, listing both the community’s assets and challenges.

Reflective Thinking Skills: Every ASB participant described ways in which the root causes of social issues can be addressed, particularly by volunteers.

DISPLAY PRACTICAL COMPETENCE & INTERPERSONAL SKILLS
On-Campus Student Employment:
45 supervisors evaluated 59 on-campus student employees. 44 evaluations were completed and submitted to our office. Survey results indicate supervisors rated students fairly evenly between satisfactory and exemplary:

**Problem Solving:**
Ability to recognize a problem, to analyze the problem, and determine the best and appropriate way to resolve the problem.

- Poor 2%
- Satisfactory 52%
- Exemplary 46%

**Communication:**
Ability to explain, listen and understand verbal, written and demonstrated information.

- Poor 2%
- Satisfactory 41%
- Exemplary 52%
- No Response 5%

**Collaboration:**
Ability to work and interact with others working toward the same goal/goals.

- Poor 2%
- Satisfactory 30%
- Exemplary 68%

**Punctuality:**

- Poor 2%
- Satisfactory 52%
- Exemplary 46%

**Attendance:**

- Poor 5%
- Satisfactory 43%
- Exemplary 52%
Thayne Center:

The Thayne Center created a rubric this year that strengthened their learning outcomes assessment in their Alternative Spring Break programming:

**Leadership Skills:**
Students involved in ASB demonstrated transformation in their leadership skill of being able to create action plans.

**Communication Skills:**
Every participant contributed ideas to an action plan, and every participant was able to communicate appropriately and effectively in a diverse group setting.

### Inclusive Communities

**Academic and Career Advising:**
The Faculty/Staff luncheon was conducted in November 2011 to create a conversation between staff and faculty of color about how to better assist our students of color.

Multicultural Advisors presented a student panel discussion at the Faculty Convention to discuss how faculty can assist students of color be more successful in college.

**Arts and Cultural Events:**
Arts & Cultural Events (A&CE) in keeping with its mission to enhance multicultural programming for the college community partnered with SLCC entities to present various events including: Eric Alva, speaking on LGBTIQ issues, Edward James Olmos, Latino actor and cultural activist, a Diversity Exploration series, Professor Anthony Farley, speaking on the legacy of Martin Luther King, Jr., Arun Gandhi, discussing the message of his grandfather and the need for interfaith dialogue and Eliza Griswold on the topic of “inclusive civil discourse”. Over 2500 students and community members attended these events.

**Orientation:**
Participation rates in orientation of historically underrepresented applicants (41%-54%), was in line with and sometimes higher than the participation rates of majority applicants (44%).

**International Student Services:**
Six scholarships were awarded to international and U.S. students for successfully contributing to the International Diplomacy Program in the areas of: the Buddy Program; New International Orientation; the International Club; International Education Week and Model UN.