



# Assessment Record

**Service**

**Assessment period:**

**Unit:**

Student Success Center

2021-2022

**Service Unit Mission:**

The mission of the Student Success Center is the mission statement of Jefferson State Community College. The college is committed to providing accessible educational and workforce development programs through which students may obtain the skills and knowledge necessary to pursue their life's work and become educated members of society. This service unit will provide wrap-around support in a holistic approach to improving student success.

## Service Unit Outcomes & Assessment Plan

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Providing wrap-around support such as emergency grant assistance, access to mental health services, food pantry, and other support services.	Reviewing and auditing the accessibility of information related to the Student Success Center.	Reaching at least 1000 students each operating year. A minimum of 100 students receiving food support, 50 students receiving emergency grants, 50 students receiving financial education, and 100 receiving other support services.	57 students received food pantry services. The Food Pantry was transferred to Career and Learning Services in October 2022. Other numbers are forthcoming as the Student Success Center will not be fully operational and staffed until January 2023.	Each month, a mass email is sent to all JSCC students specific to food pantry drive through days and walk-in access. There is also a targeted social media campaign on Facebook, Twitter, and Instagram, as well as local media coverage. We are working on a marketing campaign for Togetherall, the mental

				health services component, as well as the marketing, to highlight the availability of emergency grant assistance. These will launch in January 2023.
Providing wrap-around support services to improve student success.	An active website, referral documents, email address, phone line, and calendar of events for the Student Success Center. Maintaining a count of the numbers of students reached and served.	Fall to Fall retention for those reached by the Student Success Center at 60% and graduation rate of those reached by the Student Success Center at 25% (this may vary based on students' initial enrollment, program, transfer, etc.)	57 students received food pantry services. The Food Pantry was transferred to Career and Learning Services in October 2022. Other numbers are forthcoming as the Student Success Center will not be fully operational and staffed until January 2023.	The Career and Learning Services Director and newly hired Student Success Center Director work with JSCC Communications to develop flyers highlighting food pantry pick-up and walk-in availability. A zoom call was held to engage JSCC staff and faculty to initiate the referral process. Also, an open house is planned for December 2022 to further engage faculty and staff.
<b>Submission Date: December 2, 2022</b>			<b>Submitted By: Tamara Payne, Ph. D</b>	