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| jscc logo | **Assessment Record** |

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| **Service Unit:** | **Student Success Center** | **Assessment period:** | **2022-2023** |

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| |  | | --- | | **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 to become educated members of society. This service unit will provide wrap around support in a wholistic approach to improving student success. |

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| **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. | 416 individuals received food pantry services. 107 students contacted the SSC for wrap around services. 26 students received emergency grant assistance. 37 students accessed EAS mental health counseling services and 94 students utilized Togetherall for peer-to-peer support. 948 students were reached at New Student Orientations. | Numbers served are used to measure the effectiveness of the SSC and College wide efforts to ensure students, staff, and faculty are aware of the SSC. Also, review of ease of access for students to request services and staff/faculty to submit referrals. |
| 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. | Summer to summer 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.) | SSC students served retention is 85%. Full graduation percentages will be measured 9 semesters after students’ initial contact with the SSC. | SSC staff worked with JSCC Communications to develop flyers highlighting SSC services. There are flyers listing all services and flyers highlighting specific services and special events. Monthly mental health happy hours are done at Shelby and Jefferson in partnership with the Addiction Prevention Coalition. Emails and text messages (Full Measure) are sent at least twice a semester to all enrolled students. Updated student lists are sent to Togetherall and EAS to ensure students have access to these services. Also, social media is updated with current events and services. Last, SSC staff and JSCC Communications are finalizing a promotional video for the SSC. |
| **Submission Date:** August 21, 2023 | | | **Submitted By:** Tamara Payne, Ph. D | |