

STUDENT SUPPORT SERVICES: 9.1.2010 – 6.30.2011



Revised 5.17.11

OUR MISSION AND PURPOSE

The mission of Student Support Services (SSS) is to help improve, and exceed, the retention rate of eligible first-generation, low-income, and/or disabled students towards graduation or transfer from UAA through academic support services (tutoring, skill development instruction, mentoring, and technological support services). SSS embraces the university's commitment to improve rates of student retention, the completion of student educational goals, and to improve the efficiency with which students navigate the UAA system.

AN OVERVIEW OF 2010 – 11

Student Support Services (SSS) focused on retaining low-income and first-generation students at UAA in 2010 – 2011. Seventy-one percent of our active participants enroll in Fall 2010 courses followed by eighty-six percent enrolling for Spring 2011. SSS also provided for-credit instruction to 25 low-income, first-generation, first-year students, retaining 24 through Spring 2011.



2010 – 11 Key Successes

August

Student Support Services recruited twenty-five low-income, first generation, and first-year students for 2010-11 program services.



October

The debut of a new partnership with College Developmental and Preparatory Studies faculty that strengthens early warning retention efforts on behalf of SSS students.



Student Support Services established a web-based Qualtrics Survey to assess student perception of campus support and climate.



January 2011

Student Support Services established its first Seawolf Shuttle route (exclusively for SSS students) to encourage retention and to foster a supportive climate for underrepresented students at UAA.



February

Student Support Services established the first Student Support Services campus club to augment retention efforts, and to foster peer-to-peer engagement.



FAST FACTS

Retention/Enrollment 2010-11

Student Support Services hosted **160** of our new and continuing student participants in skill development, mentoring, and tutorial workshops.

Student Support Services saw ninety-nine (**99**) continuing students (from Spring and Summer 2010) re-enroll Fall 2010.

Student Support Services saw **71%** (122 of 170) of its new and continuing 2009-2010 participants re-enroll in courses Fall 2010.

Student Support Services saw **86%** of Fall 2010 active participants (new and continuing) re-enroll in courses for Spring 2011 (112 of 129).

79% of 2010-11 participants with a status of Active, attended both Fall 2010 and Spring 2011 semesters.

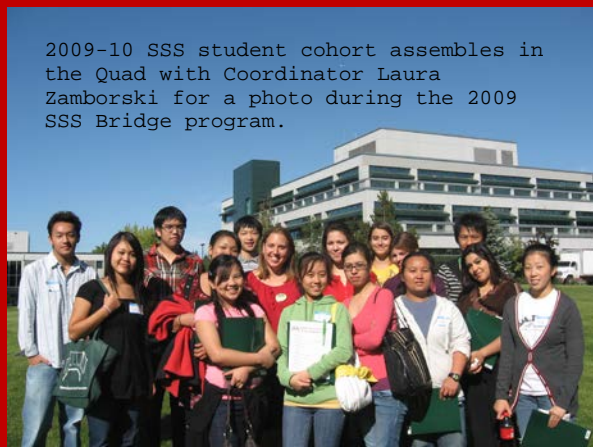
Twenty-four of twenty-five Student Support Services first-year freshmen were retained from Fall 2010 to Spring 2011 through learning community participation.

Student Support Services provided tuition waiver support (in the amount of \$9,999) to **6** low-income and first-generation students to assist in retention and to reduce student dependency on loans.

Recruitment

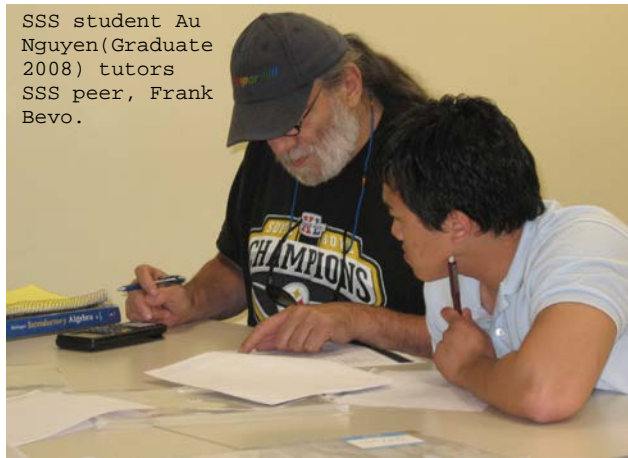
SSS has targeted twenty-five (25) low-income and first-generation students for participation in program services for Fall 2011.

2009-10 SSS student cohort assembles in the Quad with Coordinator Laura Zamborski for a photo during the 2009 SSS Bridge program.





SSS students share Among culture.



SSS student Au Nguyen (Graduate 2008) tutors SSS peer, Frank Bevo.



SSS student, Kato Ha'unga showcases her textbook program to Samoa.



SSS Tutor Don Chon tutors peer, Shelly Turner.

Supportive Climate

80% (30 of 37 respondents) of Student Support Services active participants polled indicated feeling more supported at UAA than they would without the SSS program.

In 2010-11 SSS participants received a minimum of 342 supportive climate contact calls to apprise them of programming that would increase their chances of success at UAA.

SSS has provided 30 skill/mentoring events resulting in 184 total participations: 71 unduplicated.

As of February 22, 2011, Student Support Services has provided 101 unduplicated students with direct mentoring through office visits – a total of 329 visits.

Innovative Supports

Technology loans: Student Support Services provided 23 participants with a form of technological assistance (laptop, smartpen, pda, or calculator.)

Student Support Services contributed to low-income and first-generation student persistence through its textbook loan program. Fifty-one participants received textbook loan support in Fall 2010 followed by forty-three participants in Spring 2011.

Tutorial Support

Smarterthinking Web Tutoring: Of the twenty-four participants that received on-line tutorial assistance in Fall 2010 and Spring 2011, (as of 2.21.11) twenty-three possess cumulative grade point averages above 2.23.

Individualized Tutoring: of the 15 students that received individualized tutoring (9 non receivers of on-line tutoring), 14 or (93%) possess cumulative grade point averages above 2.30.

ENROLLMENT

APR REPORT SUMMARY: 2009-10

Number from Fall 09/10 that enrolled Fall 2010 (Of 170 new & cont. reported):	122 or 71%
<i>Number transferred as of 8/2010</i>	3
<i>Did Not Return 8/2010 Because <u>graduated</u> with 1st AA or BA as of 8/2010</i>	12
<i>Graduated with AA and continuing on with BA studies</i>	2
<i>2 Graduated after reporting period end (12.10.10) . Report on 10-11 APR</i>	
<i>Number completing degree requirements but no degree.</i>	1
<i>Number of <u>stop-outs / drop-outs</u> as of 8/2010 (47-11)</i>	30
TOTAL	170

SPRING 2011 ACTIVE STUDENT SUMMARY

Number from Fall 2010 (129 Active) that Enrolled Spring 2011:	112
<i>Number of stop-outs for Spring 2011</i>	17
<i>Number of New Recruits for Spring 2011:</i>	6
<i>Number of New or Continuing to Recruit (5/2011 – 8/2011):</i>	25
TOTAL	160

Number from Spring 2011 that enrolled Fall 2011: **TBD**

**LEARNING
COMMUNITY**

Number of SSS Students in Fall 10 Learning Community (Goal was 25): **25**



2010-11 SSS student cohort takes an assessment during the 2010 Summer Bridge program.

**GRADUATE
SUMMARY**

AWARDED DEGREES IN 2009-10 ACADEMIC YEAR (Field # 20 in APR)

Did Not Return 8/2010 because graduated with 1st AA or BA as of 8/2010 **12**

G. F.	Associates	2005-06 Cohort
J. F.	Bachelors	2005-06 Cohort
N. H.	Bachelors	2005-06 Cohort
I. K.	Associates	2005-06 Cohort
J. L.	Bachelors	2005-06 Cohort
K. L.	Associates	2005-06 Cohort
D. C.	Associates	2005-06 Cohort
R. C.	Bachelors	2005-06 Cohort
A. R.	Bachelors	2006-07 Cohort
N. U.	Associates	2006-07 Cohort
S. J.	Bachelors	2007-08 Cohort
M. M.	Bachelors	2008-09 Cohort

Graduated with AA and continuing on **2**

J. B.	Associates	2006-07 Cohort
W. E.	Associates	2008-09 Cohort
I. M.	Associates	2007-08 Cohort
R. W.	Associates	2007-08 Cohort

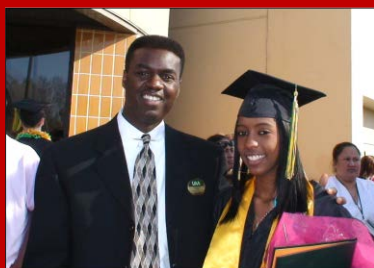
Number of degrees pending **1**

N. B.	Bachelors	2005-06 Cohort
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AWARDED DEGREES IN 2010-11 ACADEMIC YEAR

(Awarded 12.10.10 after DOE reporting period end (7.31.10). Include in 10-11 APR)

M. M.	Bachelors	2005-06 Cohort
M. L.	Bachelors	2006-07 Cohort



Dr. Kim Patterson poses
with SSS graduate Natalie
Mejia at UAA Commencement.

GRADUATE SUMMARY

AWARDED DEGREES IN 2010-11 ACADEMIC YEAR (Continued)

Degrees Awarded (Continued)

R. E.	Bachelors	2006-07 Cohort
L. M.	Bachelors	2007-08 Cohort
M. P.	Bachelors	2005-06 Cohort
D. R.	Bachelors	2006-07 Cohort
R. S.	Associates	2007-08 Cohort
D. T.	Associates	2007-08 Cohort

DEGREES IN TRACKING

D. C.	Bachelors	2005-06 Cohort
C. B.	Bachelors	2005-06 Cohort
H. D.	Bachelors	2005-06 Cohort
V. L.	Bachelors	2005-06 Cohort
K. P.	Bachelors	2006-07 Cohort
J. S.	Bachelors	2005-06 Cohort

2005-06 COHORT UPDATE OF 6 YEAR GOAL OF 40% (64 Graduates or Transfers)

<i>Number of Graduates (Associates or Bachelors)</i>	46
<i>Number that transferred to another postsecondary institution</i>	13
Number of Year 6 (2005-06 Cohort) degrees in tracking	06
Number deceased	02
TOTAL	65

2005-06 COHORT SUMMARY

SSS COHORT OVERALL SUMMARY: 2005 - 2011

Cohort	2005-06 (Spring 06)	2006-07 (Fall 07)	2007-08 (Fall 08)	2008-09 (Fall 09)	2009-10 (Fall 10)	2010-11 (Fall 11)
Persistence	81%	73%	70%	76%	71%	TBD
Academic Standing	82%	77%	76%	70%	78%	TBD
Graduation/ Transfer	4%	8%	14%	6%	2%	TBD
Grad. Rate	27.5% of 05/06 cohort (160) have graduated to date. 39% projected to graduate or transfer by Fall 2011.					

SUPPORTIVE CLIMATE

Surveys

In a Spring 2011 survey, 80% (30 of 37 respondents) of active Student Support Services participants polled indicated feeling more supported at UAA than they would without this program.

In 2010-11 SSS participants received a minimum of 342 supportive climate calls to apprise them of programming to increase their chances of success at UAA.

In-Office Mentoring

As of February 22, 2011, Student Support Services provided 101 students with direct academic and support mentoring through in-office visits – a total of 329 visits to-date.

**STUDENT
DEMOGRAPHICS
(Spring 2011)**

MALE-FEMALE RATIO OF 134 CURRENT PARTICIPANTS

Male – Female Ratio of 134 students identified for program services (not counting 2010-11 Cohort)

<i>Females</i>	101
<i>Males</i>	33

ETHNICITY:

(1) <i>American Indian or Ak. Native</i>	6
(2) <i>Asian</i>	52
(3) <i>Black or African American</i>	20
(4) <i>Hispanic or Latino</i>	15
(5) <i>White or Caucasian</i>	23
(6) <i>Native Hawaiian or Pac. Islander</i>	5
(7) <i>More Than One Race</i>	13

ELIGIBILITY: (134 Currently Enrolled/ Active)

Targeted for Program Services

LIFG	88	19
FG	28	4
LI	16	2
DLI	00	1
D	02	0

STUDENTS BY CLASS (as of Spring 2011):

(2) <i>First Year: Freshmen</i>	46 (Incoming 26)
(3) <i>Second Year: Sophomores</i>	35
(4) <i>Third Year: Juniors</i>	23
(5) <i>Fourth Year: Seniors</i>	30

ENROLLMENT BASED ON DOE CRITERIA (AS OF JULY 31, 2010):

- FALL 2010 (first-time freshman) 25
- Less than half-time (< 12 credit hours in an academic year) 39
- Half-time (at least 12 credit hours in an academic year) 29
- Part or ¾ Time (at least 18 credits hours in an academic year) 27
- Full-time (at least 24 credit hours in an academic year) 50



SSS Student Success Coordinator, Laura Zamborsky poses with participants Sally Pak and Ruth Yang during Trio Open House.

**STUDENT
MAJOR
SELECTION**

MAJORS (IN BANNER Spring 2011)

*Are degree-seeking. Status has yet to be changed in Banner.

Accounting	5	Justice	3	Theatre	2
Art	1	Pre-Major/Languages	2	Undeclared	18
BA: Math	1	Medical Assisting (Pre)	1	Weld /Nondes.	1
Bio. Sciences	3				
BA: Account.	3	Natural Sciences	1		
BA: Mg/Mrk/A	4	Nursing Science	4		
BA: Fin/Econ	2	Physical Education	1		
Business IOS	1	Political Science	2		
Computer IOS	4	Pre-Major: Civil Engin.	2		
		Pre-Major: Dental Hyg.	2		
Cmp. Sci: Math	1	Pre-Major: Engineering	2		
Culinary Arts	4	Pre-Major: Fine Arts	2		
Early Child.	2	Pre-Major: Health Sci.	2		
Elem. Ed.	5	Pre-Major: Marketing	1		
Engineering	4	Pre-Major: Music Per.	1		
Finance	1	Pre-Major: Nursing Sci.	21		
General Prog.	7*	Pre-Major: Paralegal	1		
		Pre-Major: Social Work	3		
History	1				
Hosp. Mgmt.	2	Pre-Major: Technology	1		
Human Serv.	5	Psychology	3		
		Sociology	1		
		Tele. Elec. Comp. Tech.	1		



SSS student Maria Rodriguez studies during on-campus tutoring session.

SSS STUDENT REPRESENTATION BY UAA COLLEGE/SCHOOL

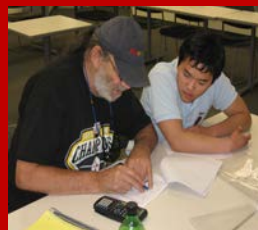
COLLEGE OF ARTS AND SCIENCES (CAS)	47
COLLEGE OF BUSINESS AND PUBLIC POLICY (CBPP)	17
COLLEGE OF EDUCATION	07
COLLEGE OF HEALTH AND SOCIAL WELFARE	37
COMMUNITY AND TECHNICAL COLLEGE	17
SCHOOL OF ENGINEERING	09

TUITION WAIVER AWARDS: 2010-2011

NAME	SID #	SEM.AWARDED	GPA	END	ENROLLED	ACAD. STANDING
				GPA	SPRING11	
Y. C.	00000000	Spring 11	3.54	3.54	Y	Good
M.M.	00000000	Spring 11	2.53	2.53	Y	Good
A.S.	00000000	Spring 11	2.70	2.70	Y	Good
B. T.	00000000	Spring 11	2.70	2.70	Y	Good
H. W.	00000000	Spring 11	2.27	2.27	Y	Good
C. X.	00000000	Spring 11	2.74	2.74	Y	Good

TRIO WORKS

Student Highlight: **Au Nguyen**



In 2004, Au was a high school participant in the Trio Upward Bound program through which he participated in a college tour to San Diego. He chose to attend UAA and, as an active SSS student, served as a Math Tutor, while maintaining a solid gpa. In 2009, Au graduated from UAA with a Bachelor of Business Administration degree.

Student Highlight: **Nkoyo Ukoidemabia**



In 2005, Nkoyo was a high school participant in the Trio Educational Talent Search program through which she also participated in a college tour to Seattle. She chose to attend UAA and, as an active SSS student, helped to promote SSS while redefining her concentration. In 2010, Nkoyo graduated from UAA with an Associate degree in Culinary Arts.

Student Highlight: **Charles Seater**



In high school Charles was a participant in Trio Upward Bound until he came to Anchorage and began attending UAA. Charles joined SSS as a participant and as a Math Tutor, through which he also helped mentor SSS peers. In 2008 Charles graduated from UAA with a BA degree in Education.



VISION
2011-2012

OUR VISION FOR 2011-2012

To create a model Student Support Services program at UAA by:

Successfully assisting 75% of our continuing participants from 2010-11 to re-enroll in courses Fall 2011; successfully assisting 75% of our Fall 2011 new and continuing participants to re-enroll in courses in Spring 2012, and successfully assisting 75% of our Spring 2012 students to re-enroll in courses in Fall 2012.

Successfully assisting 70% of our enrolled participants to meet the performance level required to remain in good academic standing during the 2011-2012 academic year.

Maintaining and expanding our Early Warning network with UAA faculty to prevent student attrition, to promote student retention, and to maintain good academic standing for 70% of our active student participants.

Increasing in-person and peer-to-peer contact with, and among, SSS participants by the increase of strategic cultural, mentoring, and student engagement activities.

Expand SSS presence on campus through increased participation on key committees and activities that promote student retention and persistence at UAA.



Dr. Kim Patterson, Director
Student Support Services
University of Alaska Anchorage