Student Success and Equity Project Evaluation 2017-18

Project Contact Name & Department: _Kyle W / Student Equity Dept.

Project Name: ____SR Student Success Team- Student Success Peer Coaches___

Project Outcomes

1. Describe the project, including activities utilized and intended outcomes.

   Through best practices that Welcome, Guide, and Engage new students, the SRJC Student Success Team aims to increase student engagement, help students complete their success steps, and increase student retention and persistence. Success Coaches welcome students through 1-on-1 Peer coaching, guide them to support services and resources, and engage them in peer led workshops to increase soft skills and share student tips for success.

Which Student Equity Indicator(s) is your project expecting to impact?	○ Access ○ Course Completion ○ ESL and Basic Skills ○ Degree / Cert Completion ○ Transfer
Which of the Integrated Student Success Goal(s) is the primary focus of your project?	○ Invited and Welcomed ○ Engaged and Empowered ○ Guided and Supported ○ Succeeding and Completing

2. Reflect on the data provided by the Office of Institutional Research.
   a. Based on your project's student population data, what student groups is your project serving? Please provide a brief explanation for these results.

      Based on the project population data provided by OIR, our Student Success Team served 35% First Gen population, compared to 23.7% for the district. Among our diverse student groups, 51% of students served identified as Latino, compared to 37.7% for the district. 25% of students served were part of DSPS, compared to 9.4 % for the district, and 4.6% of students were current or former foster youth, compared to 1.7% for the district.

3. Based on the Student Equity Indicator data, did your project participants have better academic outcomes as compared to the District averages? Which outcomes and why?

   Based on the Student Equity Indicator data, our students had much better persistence rates (81.1 compared to 65.8% for the district average). The other academic outcomes were not heavily impacted, and were closer to or slightly lower than the district average. This could have to do with the fact that our program is not tied to the classroom, but requires students to selectively participate in the program *outside* of the classroom, by meeting with a success coach, or attending a workshop or campus event.

   a. Based on the Student Survey data, did your project impact the Integrated Student Success goals? Which goal area and why?

Our project positively impacted the Student Success goals, with all 3 goals rated higher for our Success Team than for SRJC overall as a district. The two goals impacted the most, were Guided and Supported and Engaged and Empowered, with both scoring .3 higher on a 4 point scale (3.37 vs 3.08 for Guided & Supported, and 3.23 for Engaged & Empowered vs 2.89 for the District;) while Invited and Welcomed only was scored .04 higher than the district. This could likely be due to the fact that first impressions make a large impact, and our cohort of students for last year was College Skills Math (371/372) and English (312/313) courses, so not all students were new, and some may have already had their impression of if they were Welcomed and Invited at SRJC when they first arrived.

4. Overall, how has your project helped SRJC make progress towards having equitable outcomes and achieving our Integrated Student Success goals?

Overall, the Student Success Team has made positive gains toward achieving our goals of Inviting and Welcoming, Engaging and Empowering and Guiding and Supporting, all SRJC students. Also by comparing the population data to the SRJC average, our Success Team is working with students from diverse backgrounds, specifically LatinX, First Gen, DSPS, and foster youth students, at a higher rate than the district, working to close the opportunity gaps that exist for these student populations.

Evaluation and Project Improvement

5. Is your project utilizing other methods to receive feedback or evaluate your project? If yes, please describe.

In addition to the OIR provided Integrated Success and Equity Data, we internally surveyed our students through Survey Monkey, offering a raffle to win a $25 Bookstore gift card for students who completed the survey.
- Out of 48 total respondents, 83% (40 responses) said they were either likely or somewhat likely to recommend a Success Coach to another students.
- 70% of respondents said the coaches were helpful or somewhat helpful with Academic Success Strategies
- 65% of respondents said they accomplished 1 or more goals with a success coach

Some sample quotes provided by Survey respondents:

"Overall I just liked working with a Success Coach, he was extremely helpful"
"Keep Success Coach alive!"
"Great support!"
"It would be nice to hire more success coaches, so more students can discover better opportunities."
"I felt like more than just a number"
"It was nice to know that there is a place I can go when I need some guidance academically."
"I could not be any more happier working with Margaret she is an awesome person she makes everything fun and entertaining all so she helps me with my personal thoughts and found me caregiving"

6. What is your long term vision for the project?

Long term, the SRJC Student Success Team is working to welcome, guide and engage all new students who come to SRJC and help them stay on track and ultimately achieve their educational goals. Having Success Coaches as part of a First Year Experience or Summer Bridge program, to show new students from diverse backgrounds that they are represented on campus, and opportunities exist for engagement, and other students as well as staff and faculty are here to help them succeed!

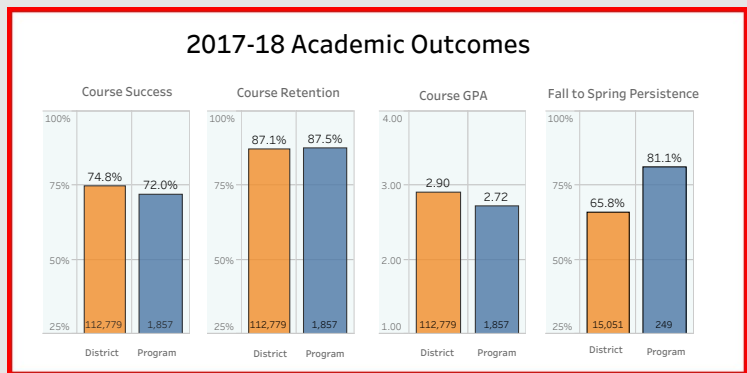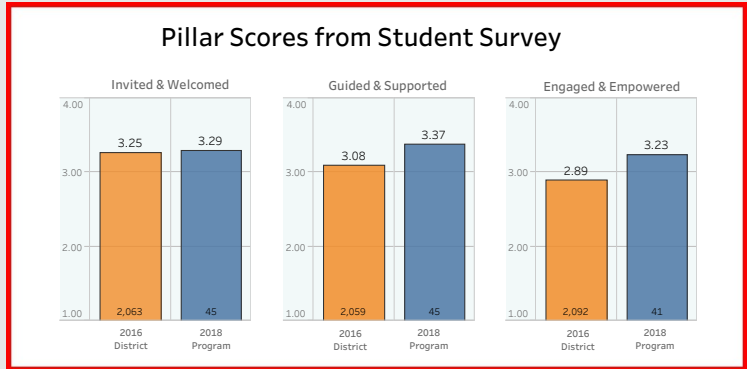7. What can the Integrated Student Success Committee do to support your project?

Continue to fund the Student Success Teams, and provide suggestions and feedback about ways we can reach more students in a more effective manner. We are in a continuous improvement model where we strive to always get better, and seek input from all parties to further our team success.

Student Equity & Achievement Data:
Santa Rosa Success Coaching: FA17 & SP18

Program
Santa Rosa Success Coaching

Gender All	**Ethnicity** All
First Gen All	**Financial Need** All
DSPS All	**Veteran** All
Foster Youth All	**Homeless** All
LGBTQ All	**FT/PT Status** All
Term FA17 & SP18	**Matric Status** All

Program Participation Rate

	District	Program
African American	1,088 2.4%	32 5.6%
Asian	2,289 5.0%	24 4.2%
Latino	17,346 37.7%	289 51.0%
Multi-Ethnicity	2,571 5.6%	41 7.2%
Native American	279 0.6%	6 1.1%
Other	421 0.9%	2 0.4%
Pacific Islander	164 0.4%	7 1.2%
White	21,824 47.5%	166 29.3%
First Gen Student	10,900 23.7%	202 35.6%
DSPS	4,311 9.4%	146 25.7%
Veteran	1,712 3.7%	23 4.1%
Foster Youth	775 1.7%	26 4.6%
Homeless	187 0.4%	6 1.1%
LGBTQ	1,237 2.7%	15 2.6%

Pillar Scores from Student Survey

Invited & Welcomed: 2016 District 3.25 (2,063); 2018 Program 3.29 (45)
Guided & Supported: 2016 District 3.08 (2,059); 2018 Program 3.37 (45)
Engaged & Empowered: 2016 District 2.89 (2,092); 2018 Program 3.23 (41)

2017-18 Academic Outcomes

Course Success: District 74.8% (112,779); Program 72.0% (1,857)
Course Retention: District 87.1% (112,779); Program 87.5% (1,857)
Course GPA: District 2.90 (112,779); Program 2.72 (1,857)
Fall to Spring Persistence: District 65.8% (15,051); Program 81.1% (249)

Notes:

<u>Selectable Filters</u> (upper left):
Specify the groups to compare on the **Program Participation Rate** table and the **Pillar Score Survey** and **Academic Outcomes** charts - between the district population and selected program of interest.
<u>Program Participation Rate</u>:
Compares individual headcount and proportion (%) of district population with the selected program of interest (unduplicated by term).
<u>Pillar Scores from Survey</u>:
Measure to assess how **Invited & Welcome**, **Guided & Supported**, and **Engaged & Empowered** students feel at SRJC.
A subsection of questions from the 2016 SRJC Student Climate Survey, that touch on these topics, were administered to program participants in May 2018.
<u>2017-18 Academic Outcomes</u>:
Success, Retention, and GPA comparisons between district average and program of interest - individual students are duplicated by enrollments.
Fall to Spring Persistence Rate is based on unduplicated enrollments.

Terms:

<u>Unduplicated by term</u>: A individual student is represented once per term, yet may be counted twice for the academic year if enrolled in both terms (select Term filter to dissagregate further).
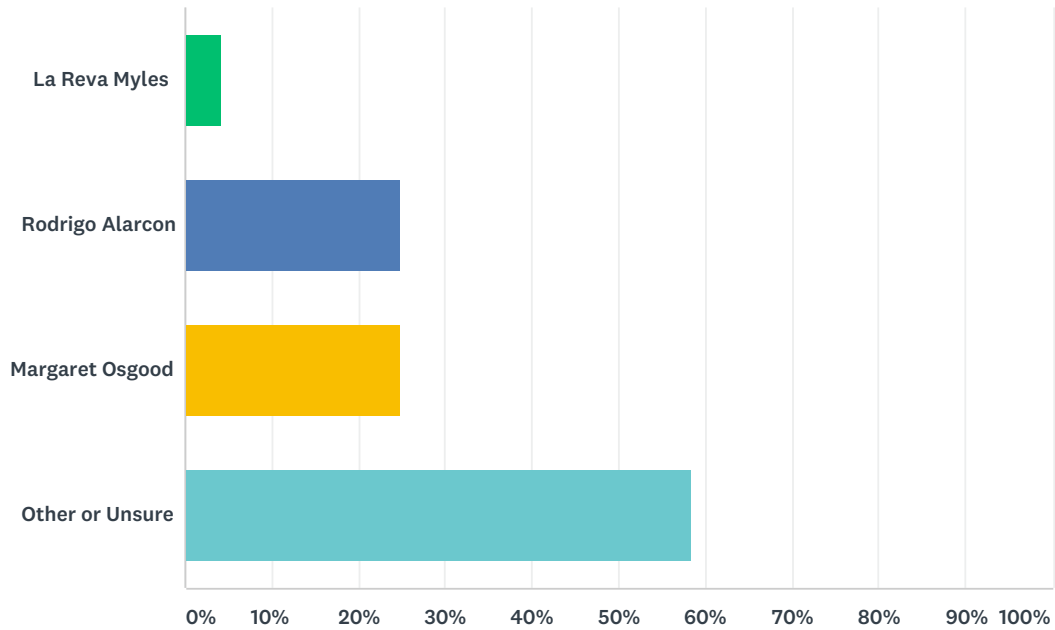<u>Course Success</u>: Passing grade of "C" or better.
<u>Course Retention</u>: Any non "W" grade.
<u>Spring to Fall Persistence</u>: Rate of students enrolled in Fall 2017 that continue and enroll in Spring 2018.

Q1 Which Success Coach have you worked with? (Check all that apply)

Answered: 48   Skipped: 0

ANSWER CHOICES	RESPONSES	
La Reva Myles	4.17%	2
Rodrigo Alarcon	25.00%	12
Margaret Osgood	25.00%	12
Other or Unsure	58.33%	28
Total Respondents: 48		

Q2 How frequently did you meet with a Success Coach

Answered: 48   Skipped: 0
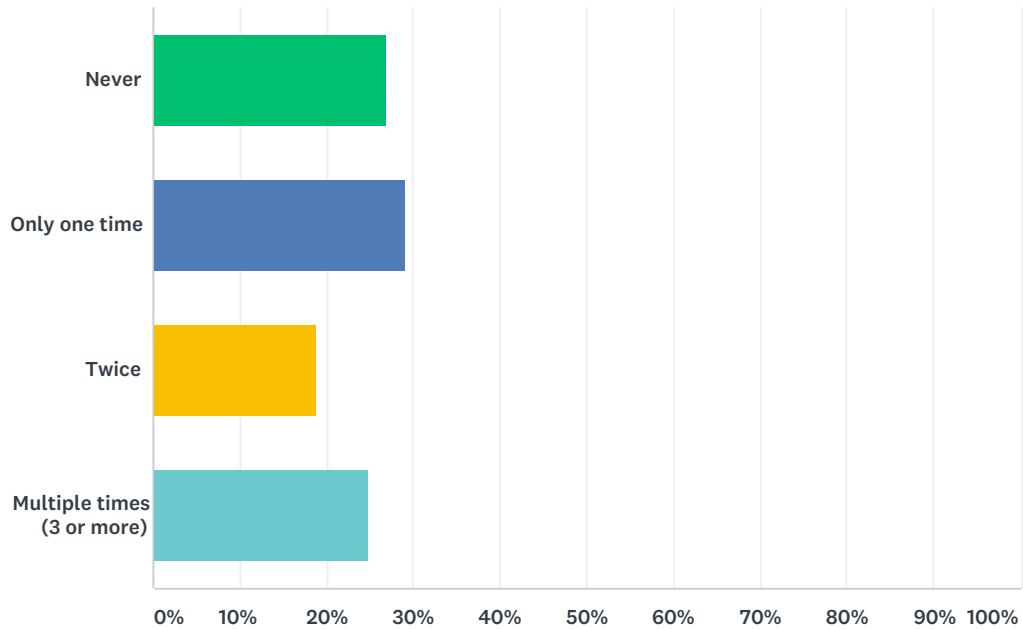
ANSWER CHOICES	RESPONSES	
Never	27.08%	13
Only one time	29.17%	14
Twice	18.75%	9
Multiple times (3 or more)	25.00%	12
TOTAL		48

Q3 How did you meet your Success Coach?

Answered: 48   Skipped: 0
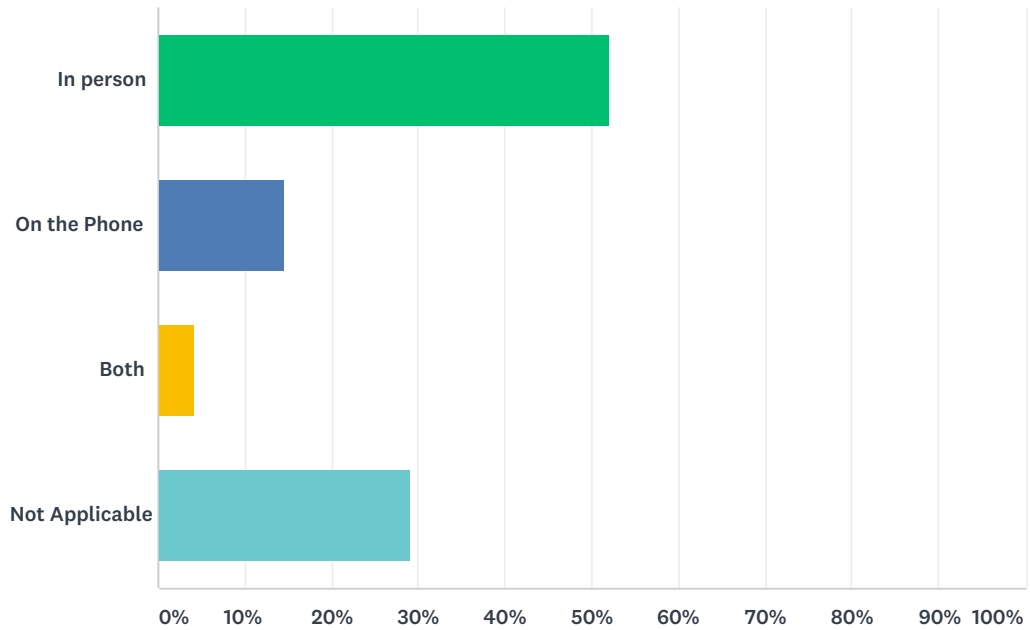
ANSWER CHOICES	RESPONSES	
In person	52.08%	25
On the Phone	14.58%	7
Both	4.17%	2
Not Applicable	29.17%	14
TOTAL		48

Q4 Did you accomplish one or more goals with your Success Coach?

Answered: 48   Skipped: 0
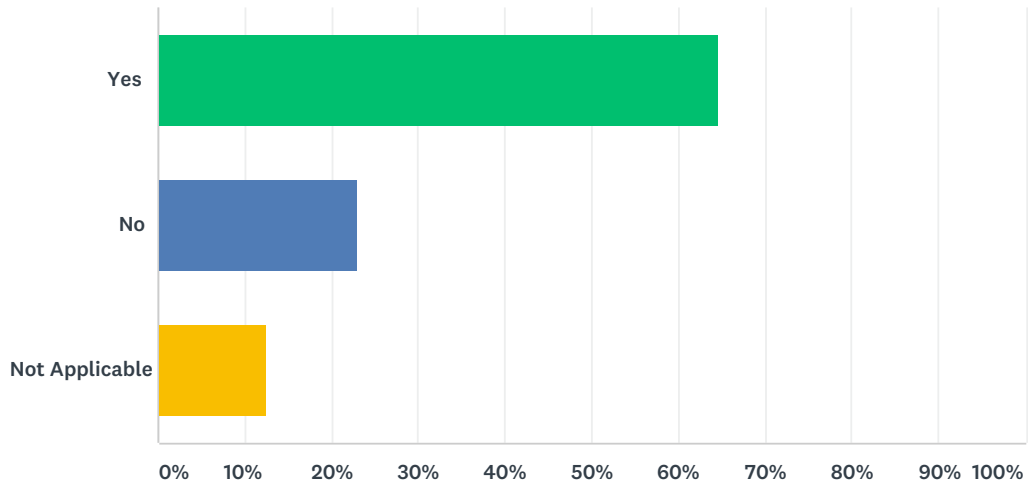
ANSWER CHOICES	RESPONSES	
Yes	64.58%	31
No	22.92%	11
Not Applicable	12.50%	6
TOTAL		48

Q5 How likely are you to recommend a Success Coach to another student

Answered: 48   Skipped: 0
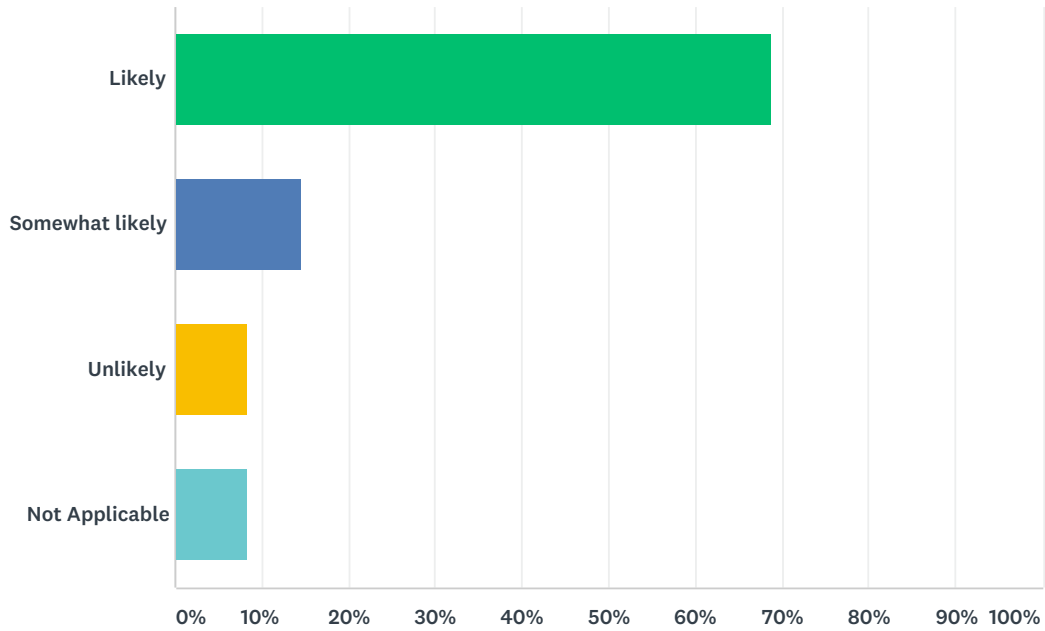
ANSWER CHOICES	RESPONSES	
Likely	68.75%	33
Somewhat likely	14.58%	7
Unlikely	8.33%	4
Not Applicable	8.33%	4
TOTAL		48

Q6 Please rate helpfulness of the following topics discussed with a Success Coach (only rate topics discussed in your coaching meetings):
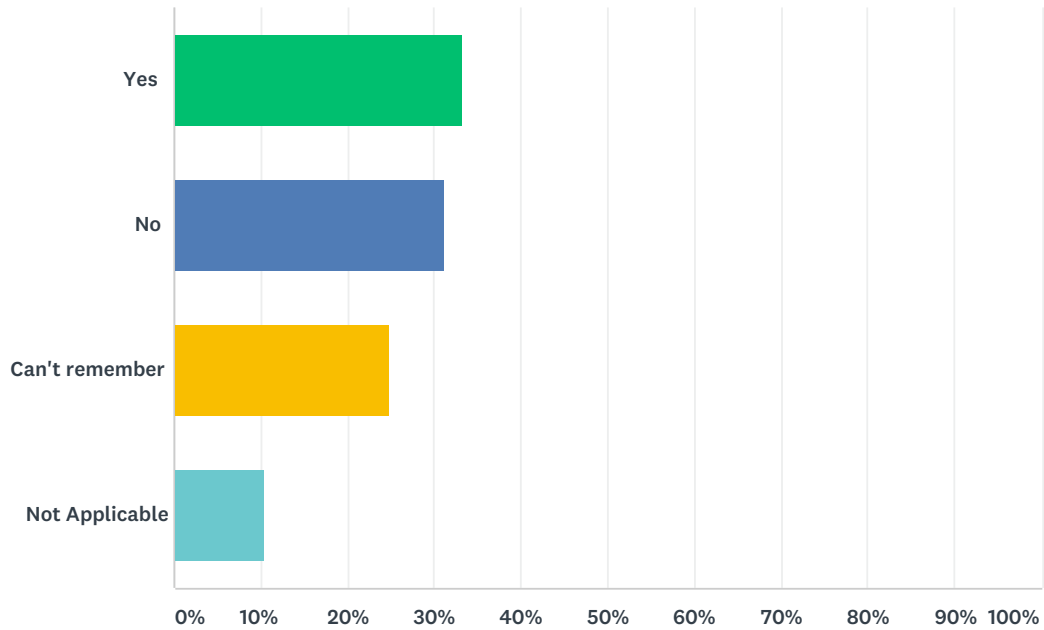
Answered: 48   Skipped: 0
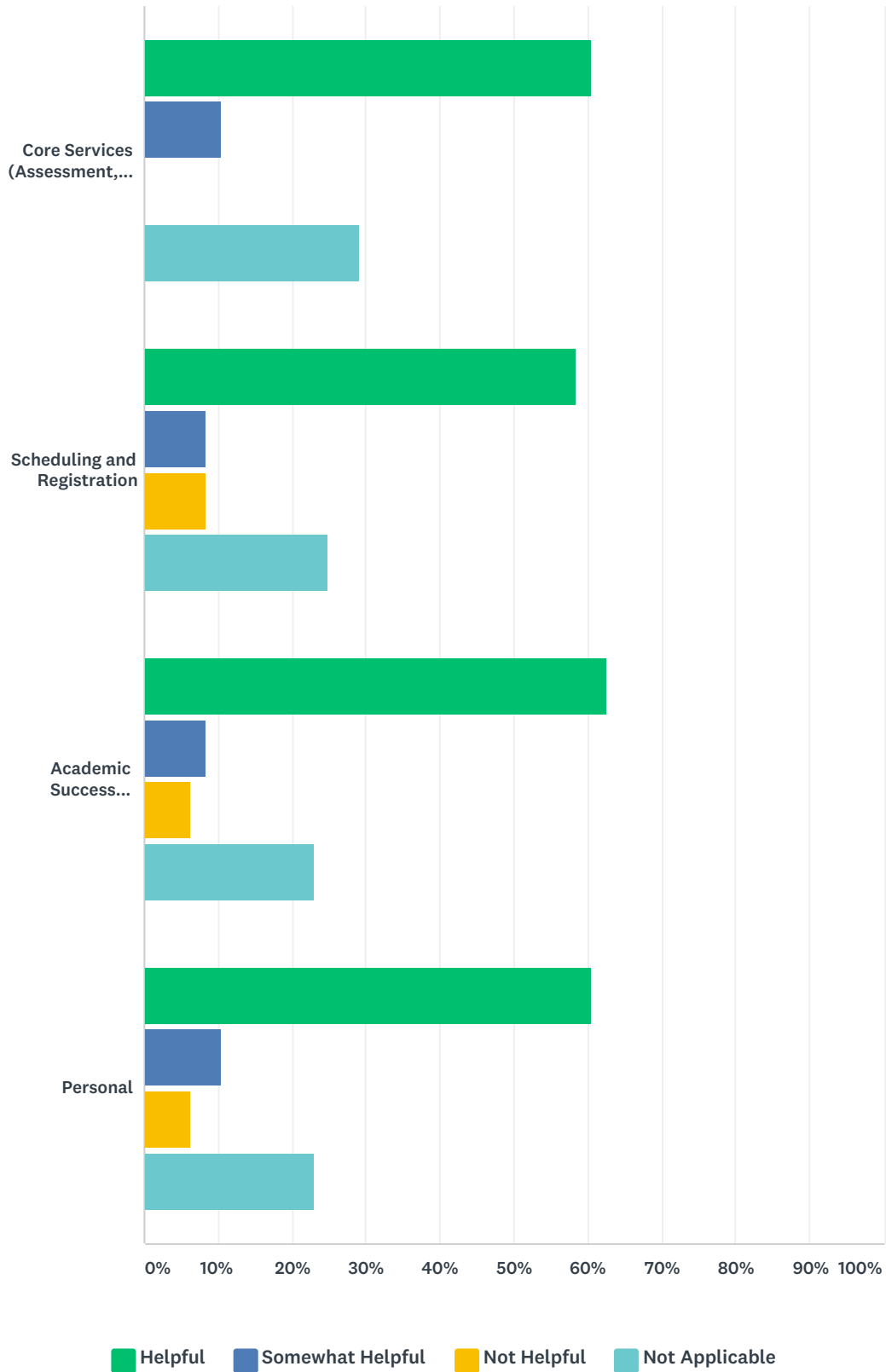
Student Success Team Satisfaction Survey

	HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	NOT APPLICABLE	TOTAL
Core Services (Assessment, Orientation, Ed Plan)	60.42% 29	10.42% 5	0.00% 0	29.17% 14	48
Scheduling and Registration	58.33% 28	8.33% 4	8.33% 4	25.00% 12	48
Academic Success Strategies	62.50% 30	8.33% 4	6.25% 3	22.92% 11	48
Personal	60.42% 29	10.42% 5	6.25% 3	22.92% 11	48

	HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	NOT APPLICABLE	TOTAL

Q7 Were you referred to a campus service or department?

Answered: 48   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	33.33%	16
No	31.25%	15
Can't remember	25.00%	12
Not Applicable	10.42%	5
TOTAL		48

Q8 Overall, did your Success Coach make you feel: (Check all that apply):

Answered: 44   Skipped: 4
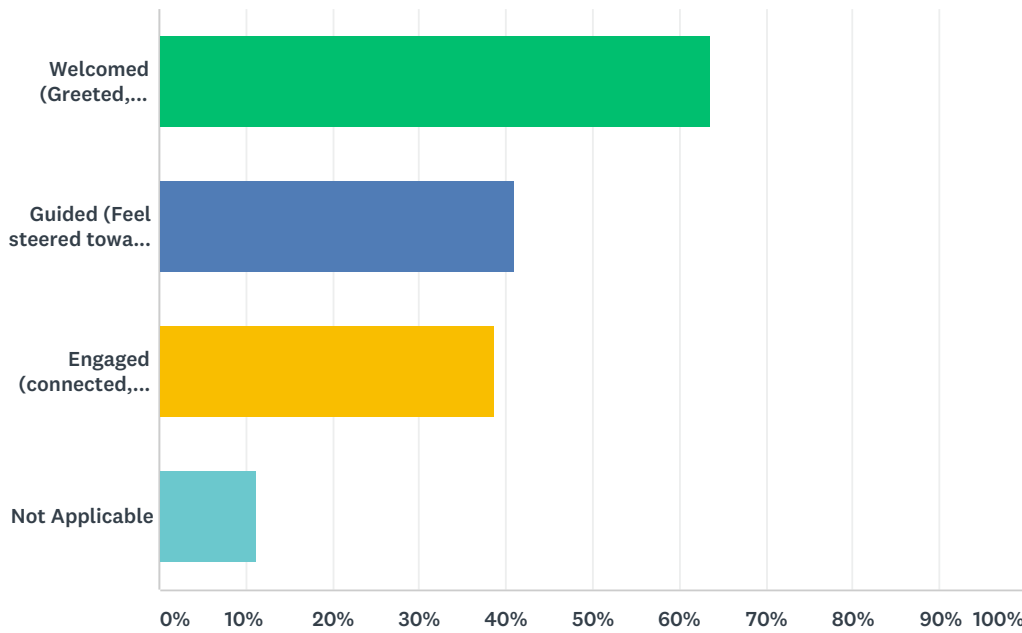
ANSWER CHOICES	RESPONSES	
Welcomed (Greeted, comfortable, sense of belonging)	63.64%	28
Guided (Feel steered towards your goals)	40.91%	18
Engaged (connected, supported in your success)	38.64%	17
Not Applicable	11.36%	5
Total Respondents: 44		

Q9 Do you have any other comments, questions, or concerns about the Success Peer Coach Program? Any feedback is greatly appreciated and will help us improve!

Answered: 27   Skipped: 21

#	RESPONSES	DATE
1	It was nice to know that there is a place I can go when I need some guidance academically.	7/3/2018 3:38 PM
2	I have never heard of a success coach in my time at SRJC	7/2/2018 8:58 PM
3	N/A	7/2/2018 8:17 PM
4	No thank you	7/2/2018 4:33 PM
5	thank you for your support.	7/2/2018 3:02 PM
6	No	7/2/2018 11:26 AM
7	Not at all, everything is great!	7/2/2018 11:24 AM
8	I felt like more than just a number.	7/2/2018 10:45 AM
9	Let a little more people know about the program.	7/2/2018 10:32 AM
10	More check ins. Maybe text more and try to schedule meetings more	7/2/2018 10:29 AM
11	Both Success coaches didn't amazing job	7/2/2018 9:15 AM
12	Thank you very much for your support	6/30/2018 8:16 PM
13	My support coach Margaret is a wonderful dedicated individual and she was very engaged and everything we did together	6/22/2018 9:19 PM
14	Great support !	6/20/2018 11:18 PM
15	I could not be any more happier working with Margaret she is an awesome person she makes everything fun and entertaining all so she helps me with my personal thoughts and found me caregiving	6/20/2018 8:21 PM
16	overall I just liked working with a Success Coach, he was extremely helpful	6/20/2018 5:32 PM
17	Thank you..every bit of support is helpful	6/20/2018 4:55 PM
18	None	6/20/2018 3:48 PM
19	N/A	6/20/2018 2:50 PM
20	I collaborated with Success Coaches while working as a PEER! Margaret, Rodrigo, are amazing. We successfully put on several events. Helpful and positive always!	6/20/2018 2:45 PM
21	Great job	6/20/2018 2:39 PM
22	Keep Success Coach alive!	6/20/2018 2:39 PM
23	I called my success coach a few times got a voicemail back once then they never called back again...	6/20/2018 2:38 PM
24	It would be nice to hire more success coaches, so more students can discover better opportunities.	6/20/2018 2:36 PM
25	Nope.	6/20/2018 2:32 PM
26	Not sure how you got my student info.	6/20/2018 2:21 PM
27	Thank you for the support!	6/20/2018 2:17 PM