STUDENT SUPPORT SERVICES
EFFECTIVENESS PROGRAM
2013-2014

EXPANDED STATEMENT OF INSTITUTIONAL MISSION	STUDENT LEARNING OUTCOMES AND OBJECTIVES OF PROGRAM	ASSESSMENT CRITERIA AND PROCEDURES	ASSESSMENT RESULTS	USE OF RESULTS
University Mission: As a Christian university which embraces its Baptist heritage and namesake, William Carey University provides quality educational programs, within a caring Christian academic community, which challenge the individual student to excel in scholarship, leadership, and service in a diverse global society.	1. The department will counsel and monitor new and continuing students to ensure graduation.	1. As documented by WCU Transcripts, 75% of 142 participants will maintain a cumulative GPA of 2.25 or better.	1. 88% of 142 participants maintained a cumulative GPA of 2.25 or higher.	1. Continue to use current procedures to identify at-risk students. GPA goal was exceeded.
		1 b. As documented by WCU Transcripts, 75% of 142 participants will either graduate during the 2013-2014 academic year or enroll for the Fall Trimester of 2014 as continuing students.	1b. 92% of 142 participants either graduated during the 2013-2014 academic year or enrolled for the Fall Trimester of 2014 as continuing students.	1b. Continue to track students and enhance services. Persistence goal was exceeded.
Expanded Statement of Mission: 1. Provide academic programs to promote student learning 2. Promote Christian development and social responsibility 3. Serve Baptist churches, associations, and conventions 4. Provide an environment that supports student learning 5. Strengthen organizational and operational effectiveness 6. Strengthen financial resources **Goal for Departmental Program/Unit:**	2. The department will conduct yearly exit interviews and surveys.	2. As documented by _Interview Records_, 85% of department advisees will be interviewed and a survey completed by July 1, 2014, will rate the campus environment as positive.	2. 85% of department advisees who completed a survey by July 1, 2014 rated campus environment as positive.	2. Continue to use a telephone or face to face interview survey to get more usable information. Consider using an online survey system.
		2b. As documented by _Interview Records_, 80% of graduating seniors will be interviewed and a survey completed by July 1, 2014, and will state satisfaction with the assistance given to them.	2b. 87% of graduating seniors who completed a survey by July 1, 2014 stated satisfaction with the assistance given to them by SSS staff.	2b. Continue to use a telephone or face to face interview survey to get more usable information. Consider using an online survey system.
		2c. As documented by _letter copy archive_ 100% of SSS participants in good academic standing will be acknowledged by personal letter from departmental staff by July 1, 2014.	2c. 100% of SSS participants in good standing were acknowledged with a personal letter from department staff by July 1, 2014.	2c. Continue this practice to ensure personal and effective communication with SSS students.
	3. The department will provide a structured mentoring program for first-time participants.	3. As documented by _SSS Training Records_, a minimum of seven (7) peer mentors will be selected and trained by May 1, 2014.	3. Eight (8) peer mentors were selected and trained by May 1, 2014. This number met the requests of mentee applicants.	3. Continually examine the efficiency of the mentor program and continue to recruit upperclassmen with compassion and maturity to be of real guidance to entering students. Continue to use seven mentors where practical.
		3b. As documented by _SSS Mentor Records,_ the mentor to mentored student ratio for the academic year 2013-2014 will not be greater than 2:1.	3b. The mentor to mentee ratio for the 2013-2014 academic year was less than 2:1.	3b. Keep the ratio at 2:1 or below.
	4. The SSS program will offer workshops on various topics to enhance students' college experience.	4. As documented by _SSS Workshop Brochures,_ a minimum of six (6) workshops on various topics will be offered at varying times throughout each trimester of the 2012-2014 academic years.	4. 20 workshops were offered on various topics with collaborative efforts of SSS, the Career Services Office and student organizations during the 2013-2014 academic years A total of thirty-eight (38) were offered during 2012-2014 academic years.	4. Continue to hold workshops for students in substantive areas that will be of real value to them in academics, socialization, and career pursuits in conjunction with Career Services and other campus organizations.
	5. The SSS program will incorporate a student data management software program to manage student information.	5. As documented by _SSS Software Acquisition and Usage Report,_ the student management software will reduce the time searching for student files and increase the accuracy and thoroughness of student data.	5. Access software continues to be utilized.	5. Continue to offer training in Access, particularly updates/enhancements to the program.

	6. SSS will begin the collection of data necessary to submit a proposal seeking continued funding of the SSS program to the Department of Education in fall of 2014.	6. Based on current information being disseminated by the Department of Education of information being requested, data collection and verification will begin at the completion of the APR.	6. Continue compilation of data as needed in comparison to previous grant proposals.	6. Data will be used for the grant proposal.

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University Mission: As a Christian university which embraces its Baptist heritage and namesake, William Carey University provides quality educational programs, within a caring Christian academic community, which challenge the individual student to excel in scholarship, leadership, and service in a diverse global society. **Expanded Statement of Mission:** 1. Provide academic programs to promote student learning 2. Promote Christian development and social responsibility 3. Serve Baptist churches, associations, and conventions 4. Provide an environment that supports student learning 5. Strengthen organizational and operational effectiveness 6. Strengthen financial resources **Goal for Departmental Program/Unit:**	1. The department will counsel and monitor new and continuing students to ensure graduation. 2. The department will conduct yearly exit interviews and surveys. 3. The department will provide a structured mentoring program for first-time participants. 4. The SSS program will offer workshops on various topics to enhance students' college experience. 5. The SSS program will incorporate a student data management software program to manage student information.	1. As documented by WCU Transcripts, 75% of 150 participants will maintain a cumulative GPA of 2.25 or better. 1 b. As documented by WCU Transcripts, 75% of 150 participants will either graduate during the 2012-2013 academic year or enroll for the fall Trimester of 2013 as continuing students. 2. As documented by _Interview Records_, 85% of department advisees will be interviewed and a survey completed by July 1, 2013, will rate the campus environment as positive. 2b. As documented by _Interview Records_, 80% of graduating seniors will be interviewed and a survey completed by July 1, 2013, and will state satisfaction with the assistance given to them. 2c. As documented by _letter copy archive_ 100% of SSS participants in good academic standing will be acknowledged by personal letter from departmental staff by July 1, 2013. 3. As documented by _SSS Training Records,_ a minimum of seven (7) peer mentors will be selected and trained by May 1, 2013. 3b. As documented by _SSS Mentor Records,_ the mentor to mentored student ratio for the academic year 2012-2013 will not be greater than 2:1. 4. As documented by _SSS Workshop Brochures,_ a minimum of six (6) workshops on various topics will be offered at varying times throughout each trimester of the 2011-2013 academic years. 5. As documented by _SSS Software Acquisition and Usage Report,_ the student management software will reduce the time searching for student files and increase the accuracy and thoroughness of student data.	1. 85% of 150 participants maintained a cumulative GPA of 2.25 or higher. 1b. 92% of 150 participants either graduated during the 2012-2013 academic year or enrolled for the Fall Trimester of 2013 as continuing students. 2. 85% of department advisees who completed a survey by July 1, 2013 rated campus environment as positive. 2b. 91% of graduating seniors who completed a survey by July 1, 2013 stated satisfaction with the assistance given to them by SSS staff. 2c. 100% of SSS participants in good standing were acknowledged with a personal letter from department staff by July 1, 2013. 3. Eight (8) peer mentors were selected and trained by May 1, 2012. This number met the requests of mentee applicants. 3b. The mentor to mentee ratio for the 2012-2013 academic year was less than 2:1. 4. 20 (20) workshops were offered on various topics with collaborative efforts of SSS, the Career Services Office and student organizations during the 2012-2013 academic years A total of twenty-four (24) were offered during 2011-2013 academic years. 5. Access software continues to be utilized.	1. Continue to use current procedures to identify at-risk students. GPA goal was exceeded. 1b. Continue to track students and enhance services. Persistence goal was exceeded. 2. Continue to use a telephone or face to face interview survey to get more usable information. Consider using an online survey system. 2b. Continue to use a telephone or face to face interview survey to get more usable information. Consider using an online survey system. 2c. Continue this practice to ensure personal and effective communication with SSS students. 3. Continually examine the efficiency of the mentor program and continue to recruit upperclassmen with compassion and maturity to be of real guidance to entering students. Continue to use seven mentors where practical. 3b. Keep the ratio at 2:1 or below. 4. Continue to hold workshops for students in substantive areas that will be of real value to them in academics, socialization, and career pursuits in conjunction with Career Services and other campus organizations. 5. Continue to offer training in Access, particularly updates/enhancements to the program.

	6. SSS will begin the collection of data necessary to submit a proposal seeking continued funding of the SSS program to the Department of Education in fall of 2014.	6. Based on current information being disseminated by the Department of Education of information being requested, data collection and verification will begin at the completion of the APR.	6. Continue compilation of data as needed in comparison to previous grant proposals.	6. Data will be used for the grant proposal.