The Annual Performance Review for 2007-08 revealed the following: In spite of recruitment campaigns, Student Support Services (SSS) was unable to reach its goal of serving 200 students during the reporting year. One hundred eighty six (186) students were served in the program year, which is a funded-to-serve rate of 93%. Of the 186 students who received services in 2007-08, 67% were low income and first generation students or students with disabilities. The remaining 33% were low income, first generation or students with disabilities. Forty percent (40%) of students with disabilities also met low income guidelines. 71 percent of participants were women. The ethnic breakdown of participants was as follows: 44% Hispanic, 22% African American, 30% White, 1% American Indian/Alaskan Native, 1% Asian, <1% Native Hawaiian/other Pacific Islander, 4% more than once race reported.

Ninety percent (90%) of SSS participants were in good academic standing at the end of the reporting year (2007-08). Eighty-four percent (84%) of students in the 2007-08 cohort either persisted or graduated. Five students who received services in 2007-08 graduated in 2007-08. A number of students from other cohort years graduated in 2007-08:

<table>
<thead>
<tr>
<th>Cohort Year</th>
<th>Number from cohort who graduated in 07-08</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000-01</td>
<td>2</td>
</tr>
<tr>
<td>2001-02</td>
<td>1</td>
</tr>
<tr>
<td>2002-03</td>
<td>6</td>
</tr>
<tr>
<td>2003-04</td>
<td>16</td>
</tr>
<tr>
<td>2004-05</td>
<td>20</td>
</tr>
<tr>
<td>2005-06</td>
<td>19</td>
</tr>
<tr>
<td>2006-07</td>
<td>4</td>
</tr>
<tr>
<td>2007-08</td>
<td>5</td>
</tr>
</tbody>
</table>

73 SSS grads

Sixteen students from the 2002-03 cohort were still enrolled in 2007-08. Of the sixteen (16) remaining, six (38%) graduated with a bachelor's degree by the end of 2007-08, slightly less than the program goal (50% of 2002-03 New Participants only will graduate by 2007-08). Seven students from the 2002-03 cohort graduated prior to 2007-08 (in 2006-07).

SSS offers a graduate school preparation workshop to assist members in applying for graduate school. Due to difficulty in tracking students' entry into graduate school, we are unable to provide accurate information on graduate school admission. Five of seventy-three (7%) SSS or former SSS students who graduated in 2007-08 are currently enrolled in graduate school at Texas State. There is no information on students who might be enrolled in graduate programs at other universities. SSS continues to offer programming for students that promotes a positive and supportive institutional climate, students are given opportunities to use technology as a production, communication, research, problem-solving and decision-making tool and is working to improve areas of deficiency in regard to program administration.
Assessment Review/Update Form for Student Affairs
(Complete after assessment)

Response Rate: Identify demographics of respondents; include the number mailed or interviewed and the number completed.

Respondents were Student Support Services participants (186) in 2007-08 as well as 352 former SSS participants who are tracked as required by the US Department of Education. Students are included in each annual report until they graduate or withdraw from the university. Students were not required to respond to a survey. Data for this report was gathered from SSS member transcripts, which were reviewed on or after the 12th class day of the Fall 2008 semester.

Summary of Findings: Attach executive summary, table and figures, if applicable. What did you learn?

Outcome Objective 1: The Texas State University – San Marcos SSS program will identify and select 200 eligible students for participation. Two-thirds of participants will be low income individuals who are first generation college students or individuals with disabilities. The remaining one-third (1/3) will be low income, first generation, or individuals with disabilities. One-third (1/3) of students with disabilities will also meet low-income guidelines.

186 students were identified and selected for participation and received services in 2007-08. Of the 186 students who received services in 2007-08, two-thirds or 67% were low income and first generation students or students with disabilities. Forty percent (40%) of students with disabilities also met low income guidelines.

Outcome Objective 2: Eighty percent (80%) of SSS participants will be in good academic standing at the end of each academic year.

90% of participants were in good standing at the end of the reporting year (2007-08).

Outcome Objective 3: Among each cohort group of entering students, 70% will be retained to the second year. Projected continuing persistence is as follows: 65% to the 3rd year, 60% to the 4th year, and 55% to the 5th year.

2007-08 Cohort
Goal: 70% will be retained to the second year (2008-09).
Result: 84% of students in this cohort who did not graduate in 2007-08 were retained to the second year.

2006-07 Cohort
Goal: 65% will be retained to the third year (2008-09)
Result: 78% of students in this cohort who did not graduate in 2007-08 were retained to the third year.

2005-06 Cohort
Goal: 60% will be retained to the fourth year (2008-09).
Result: 75% of students in this cohort who did not graduate in 2007-08 were retained to the fourth year.
2004-05 Cohort
Goal: 55% will be retained to the fifth year (2008-09).
Results: 69% of students in this cohort who did not graduate in 2007-08 were retained to the fifth year.

Outcome Objective 4: 50% of students in each cohort group will graduate within 6 years of enrollment at Texas State (2002-03 cohort will graduate by 2007-08). Thirty-eight percent (38%) of those in the 2002-03 cohort who were still enrolled in 2007-08, graduated in 2007-08. Seven (7) students from this cohort graduated in 2006-07.

Outcome Objective 5: 10% of graduating seniors from each cohort group will apply to graduate or professional schools prior to graduation.

It is difficult to determine if graduating seniors are applying to graduate school programs because many do not remain active in SSS beyond their sophomore or junior year. Enrollment in graduate school programs after graduation is one way to determine which students completed a graduate school application. The following is information regarding graduates from each cohort who were enrolled in graduate school at Texas State in Fall 2008. Information is not available for students who may have enrolled in graduate school at a university other than Texas State. The cohorts in this report are made up of all students who were enrolled at Texas State in 2007-08 and those who were enrolled in 2006-07 and were included in last year’s annual report. This report does not include students from the cohort who may have graduated in a previous year.

2007-08 Cohort: 5 of 128 (4%) of students in this cohort graduated in 2007-08. One of the graduates from this cohort is currently enrolled in a graduate program at Texas State.

2006-07 Cohort: 4 of 133 (3%) of students in this cohort graduated in 2007-08. None of the graduates from this cohort are currently enrolled in a graduate program at Texas State.

2005-06 Cohort: 19 of 74 (26%) of students in this cohort graduated in 2007-08. One of the graduates from this cohort is currently enrolled in a graduate program at Texas State.

2004-05 Cohort: 20 of 59 (34%) of students in this cohort graduated in 2007-08. Two of the graduates from this cohort are currently enrolled in a graduate program at Texas State.

2003-04 Cohort: 16 of 37 (43%) of students in this cohort graduated in 2007-08. One of the graduates from this cohort is currently enrolled in a graduate program at Texas State.

2002-03 Cohort: 6 of 16 (38%) of students in this cohort graduated in 2007-08. None of the graduates from this cohort are currently enrolled in a graduate program at Texas State.

2001-02 Cohort: 1 of 7 (14%) of students in this cohort graduated in 2007-08. None of the graduates from this cohort are currently enrolled in graduate programs at Texas State.

2000-01 Cohort: 2 of 7 (29%) of students in this cohort graduated in 2007-08. None of the graduates from this cohort are currently enrolled in graduate programs at Texas State.
Outcome Objective 6: The SSS project will meet 100% of the administration required, including record keeping, reporting and financial accountability each year.

The Blumen database is updated regularly and is used to prepare the Annual Performance Report (APR). Student records are kept on file in office (paper and electronic files). The budget is monitored regularly via the SAP system. A shadow budget is used to track spending and balances in each line item. A binder with copies of all financial transactions is kept in the office. Monthly reports are submitted by each employee in order to monitor progress toward objectives.

Outcome Objective 7: The SSS program staff members will continually promote a positive and supportive institutional climate by connecting students with various resources through mentoring opportunities, by supporting and promoting cultural activities and involvement in student organizations, by teaching self advocacy and serving as a liaison between SSS-eligible students and university faculty, staff and administration.

Mentoring:
Some of the SSS staff served as mentors with the University mentoring program. SSS received funding to implement its own peer mentoring program. Student Support Services members who have been a part of the program for at least one year are partnered with SSS members who are new to campus. Orientation meeting and a bowling excursion were planned for the fall semester. More activities are planned for the spring.

Supporting and Promoting Cultural Activities
SSS members are encouraged to attend university – sponsored cultural events/activities. Each semester, students are provided with a list of campus cultural events and SSS participants can earn one activity credit for each event they attend. Additionally SSS sponsors a minimum of two cultural trips per year. For 2008-09, cultural trips will be planned with various cultural groups in mind. Students will learn about cultural competence and will be exposed to information and an activity that is linked to a particular culture. Students will attend four trips in the 2007-08 academic year. The first will be a trip to the Austin Powwow, which is linked to a brief study of Native American culture. Students will also attend the opera and learn a little about Italian culture along the way. Students will then examine African American cultural/history when they attend the musical, Ain’t Misbehavin’ and the last planned trip will be the study of Chinese culture via a trip to the Asian Cultural Center in Austin to participate in a Chinese cooking class.

Involvement in Student Organizations
SSS members are encouraged to connect to the university via student organizations and involvement in campus activities. During the required goal setting process, participants often set a personal goal of exploring student organizations during a given semester.

Teaching Self-Advocacy
SSS sponsored a workshop to give students suggestions for building positive relationships with professions. SSS continues to offer a workshop, entitled “What Professors Want: Building Positive Relationships with Professors”.

Serving as Liaison between Faculty, Staff and Administration
SSS staff members refer its members to other campus services. SSS provides opportunities for students to interact with professors. Some professors facilitate workshops for SSS. This allows opportunities for students to get to know professors outside of the classroom setting.
Outcome Objective 8: Each year, one hundred percent (100%) of all SSS participants will be provided with opportunities to use technology as a production, communication, research, problem-solving and decision-making tool.

Technology as a Production, Research, Problem-Solving, Decision-Making Tool
Students are given access to the SSS computer lab to produce assignments for their classes.

Technology as a Communication Tool
SSS staff communicates regularly with students via email. Students are notified of upcoming appointments and program events by email. Students have also been provided opportunities to share their opinions about program services and cultural trip destinations via electronic surveys (assessments).

Distribution: List groups that will receive reports (oral or written) from this assessment.

1. U.S. Department of Education
2. Multicultural Student Affairs Office
3. VPSA

Recommendations/Action Plan: Describe specific actions or programmatic changes you will make resulting from this assessment.

- Attend SSS training to learn ways to make the program more effective and efficient.
- Revise recruitment strategy.
- In order to retain more students beyond their sophomore and junior year, SSS will expand its services to include opportunities for leadership development. Students will be given opportunities to:
  - Mentor other SSS students
  - Serve on the SSS Student Advisory Board
  - Attend various student leadership conferences.
  - Train to become SSS workshop presenters

Changes made after assessment (Fall, Spring or Summer):

- The Director attended Blumen training and returned to train the remaining staff on the use of Blumen to improve program efficiency.
- SSS fell short of its recruitment goal once again. To address this problem, the director implemented an early recruitment program. Emails were sent to low income and first generation freshmen, inviting them to apply for program membership. Students who were accepted were invited to attend SSS New Member Orientation, which was conducted in a group setting. This proved to be very successful. As of 1/28/09, the SSS program is no longer accepting new members because the program is at full capacity (200).

Return completed form to Susan Thompson, Research Associate in the VPSA Office, 980 J.C. Kellam, before the end of the semester in which the assessment was conducted.