



**H. LAVITY STOUTT COMMUNITY COLLEGE
ADMINISTRATIVE UNIT REVIEW
SELF-STUDY REPORT**

Academic Year: 2018-2019

Unit Name: Student Success Centre

Unit Leader: Ms. Debra Hodge

Unit Review Team:

Date Self-Study Report is submitted: Spring 2019

1. UNIT OVERVIEW

Unit Mission:

-It is the mission of the Student Success Centre to help all HLSCC students become self-sufficient and lifelong learners by providing student-centered and collaborative academic support services that stimulate active learning and advance academic achievement. The Student Success Centre will serve as a non-threatening environment, where students are encouraged to seek ways to lower their stress levels, improve their self-efficacy and reach their academic potential.

Unit Goals:

GOAL 1: Provide individual instruction, support and referral services that promote students learning success.

- Referral of students to the College Counselor of the Student Success Centre or the Health Services Department for the necessary assistance.
- Students referred to the Student Success Centre by: Faculty, Self, Academic Advisors.
- Collaborated with faculty on instructional strategies.

GOAL 2: In cooperation with the Registrar's Office develop, support and implement initiatives related to students' retention.

- Conduct workshops for students on academic warning, probation and suspension.
- Work with the Registry on an early alert programme for students in this area.
- Develop and implement a strategy for students who do not return to the college after being placed on academic warning, probation and suspension.
- Collaborate with the Office of the Registrar, Deans offices and the College Counselor to notify the relevant students and encourage them to attend the requisite workshops or individual counseling sessions towards achieving and maintaining the required grade point average.
- Improvement of the virtual component of the Student Success Centre.

GOAL 3: Provide and maintain a virtual presence through the College's website and other technologies that include links to a variety of student support services.

- Maintain and update Student Success Centre section of the website.
- Update offerings on tutorial services for each semester
- Enhance podcasts of Student Success Centre workshop topics
- Updated facebook page on relevant student activities
- Provide link to other student support services on campus.

GOAL 4

Conduct outreach efforts to improve student, faculty and staff awareness concerning the services provided by the Student Success Centre.

- In collaboration with the College Counselor and other campus personnel conduct 4 workshops and presentations on study skills, test taking skills, test anxiety, note-taking, understanding textbook reading, transitional issues and time management per semester.
- Conduct and/or make presentation or handouts during staff and faculty meetings on information relevant to student needs.

GOAL 5: Using the technology support available improve access for the Virgin Gorda students to information and services designed to improve retention and success.

- Student Success Centre team to visit the Virgin Gorda Centre at least once a month to share and or meet with students on matter related to their area of work.

Explain how the unit's mission aligns with the College's mission.

-The unit's mission is in full alignment with the College's mission through the services offered such as academic support, counseling, mentorship programme, student clubs and organizations, tutoring and career development. We also engage in several social activities that brings together a multi-cultural body and foster comradery among students and staff.

How does the unit's mission support the current institutional priorities?

How has the purpose of the unit changed in the past five years?

-While we have remained focused on promoting student centeredness and collaborative academic support services, we increased our ties with 4-year institutions to promote offerings that cater to the changing needs of the community and evolving global economy. We added a full-time Counselor who caters to the psycho-social needs of the students and promote individual grown. The health of the campus community has been enhanced through dissemination of information and collaboration with external bodies, NGO's, and the BVIHSA relative to the mental and physical health of the college community and at large.

-The unit has provided and increased technological services to students based on the end of semester evaluation survey results.

-A referral form was developed and implemented to capture faculty requiring help for their students relative to student's performance.

How do you expect the purpose to change in the next five years?

-We are currently pleased with the purpose of the unit and we would like to enhance our services through the offerings of career development and more activities (social and academic) to enhance the student life on campus.

What are the unit's current strengths, opportunities, and challenges?

Strengths/Opportunities

- Qualified and knowledgeable personnel in the unit
- Opportunity to collaborate with other companies and professionals in the area of outreach
- Executing successful and meaningful activities with little to no resources
- Ability to identify and collaborate with businesses in the community for in-kind donations
- Ability to encourage students on academic warning, probation and suspension to return to the College to further and complete their studies
- Networking opportunities

Challenges

- Lack of resources
- Adequate personnel for outreach
- Support from other units in the college to make activities more successful
- More professional development opportunities for the unit staff to enhance the student life

2. STAFFING AND ORGANIZATIONAL STRUCTURE

Describe the staffing and organizational structure of the unit. Attach an organizational chart of the unit with every employee identified by title, name, and workload including a brief (no more than 5 bullets) list of the primary duties carried out by each employee on the chart.

- Director of the Student Success Centre
- Director of Counseling Services
- Campus Nurse
- Transfer Counsellor
- Student Workers

How does this staffing and organizational structure impact the unit's ability to fulfill its mission and goals?

-The units staffing is equipped in terms of experience and professional background and has and continue to meet the needs and expectations of students as described in our mission.
-The current staffing and organizational structure need to be reviewed and evaluated to be on par with other colleges and universities relative to the services offered utilizing best practices.

What steps can be taken to improve the unit's organizational efficiency within its current budget?

-For the past 5 or more years we have been financially strapped and have managed to provide the basic services to our students.

What changes in the staffing and organizational structure are needed to make this unit more effective?

- More financial resources to function more effectively
- Regular salary increases
- Incentives based on performance
- Hiring of an additional full-time staff member instead of students

3. PROGRAMS AND SERVICES

What are the unit's primary program and/or service offerings?

- Tutoring
- Student Job Placements
- Student Clubs
- Student Government Organization
- Phi Theta Kappa
- Stingray Peer Mentoring Programme
- Transfer Counseling (Career and University)
- Individual Counseling (family matters, personal, social, relationship etc.)
- Resume Writing
- Nursing Services and Health Information Materials
- Transfer Workshop
- Developmental Seminars
- Student Referrals
- Student Retention Matters

How do these programs and/or services support the unit's and the College's mission?

-By providing the necessary tools (tutoring, mentorship, counseling, seminars) to use to enrich the student's growth and development and provide them the necessary methods for transitioning towards a career path or further their studies.

What programs and/or services currently offered by the unit are not central to the unit's primary purpose?

-All services offered are central to the unit's primary purpose

How do you identify and measure demand for the unit's programs and/or services?

-At the end of each semester we circulate a survey to students for their responses. These surveys are then looked at by the members of the department for discussion and to implement any changes (if necessary) mentioned

-Peer mentors and mentees can evaluate the services on a semester basis as well.

-Surveys conducted by the Campus Nurse on services rendered

Is there any overlap or duplication of programs and/or services with other units within the college? If so, how could these be addressed?

-We work hard not to overlap the services and programmes offered but we work closely with the Registry and the Deans to ensure the programmes offered are effective in meeting the students' needs

-We work with faculty and staff to ensure student's needs are met if there are referrals or seminars that can benefit students.

-Walk-ins at the Nurse office

-Communication on items and printed information (e.g. emergency information)

How do you identify and measure the quality of the unit's programs and/or services?

Attach user satisfaction data and/or other relevant user data along with a list of the top benchmarks used to assess quality.

-Nurse Pre/Post tests

-Evaluation forms

How have the results of assessment been used to improve the unit's effectiveness?

Provide specific examples from prior assessment activities carried out by the unit.

-More computers in the SSC computer lab

-Review evaluations

-Individual ideas presented

-Information on topical issues in the community

Describe the successes and difficulties the unit has faced in relation to its assessment of its programs and/or services.

Difficulties

-Lack of funding to provide material for services offered

-Time is not always allowed for evaluations (Nurse)

Successes

-Offerings

-Based on survey responses students raised concerns about the cafeteria meals and a change was made when this was discussed with the administration

What were the major accomplishments (or strengths) of the unit during the last five years?

-Alcohol Survey

-Mocktail Activity

-Student Workers Recognition Week

-HLSCC Moodle App developed by the Student Government Association

-Health Fairs

-HIV Testing

-Cancer Screening

-Peer Mentoring

-Formation of New Clubs by Students

-Academic Clubs

-Recognition of students on Deans and Presidents lists

-International attendance and awards received by students in the Phi Theta Kappa Honor Society

-Stingray Job-Shadowing Programme

-Placement of students to work at various jobs in the community

-Offered tutoring services to students with most students passing the subject in which tutoring was offered

What are the changes the unit needs to undertake to make its operations and services more effective?

-Marketing of Services

-Purchasing of Resources

-Greater collaboration with academic affairs on various programme initiatives

-Networking with other institutions

4. FACILITIES, TECHNICAL INFRASTRUCTURE, AND OTHER RESOURCES

How do the size, type and/or quality of the unit's current physical space affect the unit's ability to fulfill its mission and support its programs and services?

-The current size of the unit space is appropriate to fulfilling the unit's mission and support its programs and services.

Describe the information technology that is available to the unit and its effect on the unit's ability to fulfill its mission and support its programs and services.

- Computers with installed software such as SONIS, Office 365, MOODLE, Cengage, SMARTHINKING, Microsoft Office, Excel, Publisher are available for use by students in the unit.
- Printers with student and staff access are also available in the unit.
- The College Counselor has expressed an interest in getting upgraded electronic programmes to make her job more effective. She has identified an on-line programme that could be used.
- The I.T. Department has just installed a copy/scanner/printer in the department that can be used by staff and students. This is a welcomed addition.
- These technologies are available to help the unit function more effectively by have documents copied and scanned without having to move around the campus. The technology is heavily subscribed by students during the middle and end of semester when the other labs and classrooms on campus are full. Students also have access to use the technology at later hours in the unit when the other labs on campus are closed.

In what ways can this unit continue to improve the quality of its programs and/or services within existing resources?

- On-going training and certification (where necessary) of personnel in the unit (This would allow personnel to be updated on the latest trends within their field and help to propel the unit forward. Additionally, this will allow for networking opportunities with colleagues in the same field where on-going sharing of information will be beneficial to all involved.)

What is the greatest resource need for the unit? If the unit gained this additional resource, what would the expected outcome be? Be specific and provide expected timelines, as appropriate.

- Financing is the greatest resource needed for the unit.
- If received the unit will be able to support the students by purchasing the necessary tools such as a career testing software, electronic programs to test students in specific areas.
- Clinical supplies (Due to financial constraints resources for use by the Nurse has been limited. Items such as first-aid bag supplies and basic supplies can be purchased and, in some instances, individuals pay a fee for the procedure (sugar strips, cholesterol checks, bandages, dressing gauze for cuts etc.)

What evidence is there to demonstrate that the unit is innovative and cost effective in its use of resources?

- Used health fair materials

- Seeking sponsorships for various activities (mock-tail, health screening in collaboration with BVIHSA)
- In-kind service and materials by persons in the community and college personnel
- Nonattendance at conferences and seminars in area of work
- Free on-line webinars in area of work
- Collaborate with other units in the college to save on expenses
- Using students to assist (free or at a minimal cost) instead of hiring other personnel to do work

How do you identify and measure the cost effectiveness of this unit? Include any relevant benchmarks. *Attach a spreadsheet outlining revenues/resources generated and expenses incurred, including salaries, for the unit for the past three years.*

Identify any potential external funding opportunities that could be pursued by this unit?
-N/A

5. OUTREACH AND COLLABORATION

Describe the key collaborative relationships that your unit is involved in and explain how these partnerships strengthen its capacity to improve and advance the quality of services and programs provided, and enhance greater operational efficiencies for the unit.

- Key collaborative relationships includes working along with the Registry and Dean's office. In working with these units we are able to help various students who are facing difficulty. In most instances the problems are resolved in a timely and effective manner.
- The unit also works along well with the Virgin Islands Health Services Authority where we refer students for further health care if required.
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How effective is information flow from this unit to other units on campus? Identify any areas where difficulties in communication could be improved.

- HR needs to do a staff analysis
- With a new PRO the unit would use this medium to share pertinent information, specifically information that affects students
- The information flow from this unit to other units on campus can be improved. At times the information is shared but not passed on, at times there is no information sharing and at times the information is shared and ignored.

How does your unit make data and information effectively and efficiently available to faculty, staff, students, and/or prospective students?

- All data collected by the department is accessible electronically or hard copy once requested.
- Data collected through the PIE department is accessible electronically or hard copy once requested.

What are the unit's strengths and weaknesses in outreach and collaboration?

Strengths

- Qualified and knowledgeable personnel for initiatives
- Opportunity to collaborate with other companies and professionals in the area of outreach
- Executing successful and meaningful activities with little to no resources
- Ability to identify and collaborate with businesses in the community for in-kind donations

Weaknesses

- Lack of resources
- Adequate personnel for outreach
- Support from other units in the college to make activities more successful

What changes in your outreach and collaboration are needed to make this unit more effective in accomplishing its mission?

- Publishing and advertising of information and events by the unit
- Student recognition and compensation
- Resources
- Finance

What changes in your outreach and collaboration are needed to make the college more effective in accomplishing its mission?

- Publishing and advertising of information and events
- More collaboration with the academic departments, specifically faculty
- More student involvement
- Student recognition and compensation

6. OPERATIONAL PLANNING

Describe the operational planning process used by the unit.

Who are the key participants in the planning process?

- All personnel working in the department
- The Vice President to whom the Director reports
- Students
- The Deans and the Registrar

What are the unit's short- and long- term goals? *Attach an Action or Improvement Plan*

7. OTHER INFORMATION OF SIGNIFICANCE TO THE UNIT