Peer Pack Assessment Plan

Planning for Academic Year: 2019 - 2020
Department: Enrollment Support
Submission Date: Fall 2019

Purpose:

Support and provide additional Enrollment Support Services for current students

Relates to Institutional Goal(s):

Goal 1 and 2: Provide Quality Programming and Assessment/Increase Student Success

Relates to Divisional Goal(s):

Goal #: To help students choose appropriate academic schedules, connect students to campus resources, serve as a comfortable and non-intrusive source of continuous contact with students, and ultimately retain students and increase credential attainment.

Outcomes:

1. Contribute to the intellectual and personal growth of the NWACC Peer Pack and the students they access **(qual)**

    a. **Methodology: Collection of inspiring stories from NWACC Peer Pack and/or students on impact of program**

2. Serve as a comfortable and approachable source of continuous enrollment support with students **(qual & quant)**

    a. **Methodology: Survey**

3. Increase the number of students Enrollment Support Services assists **(quant)**

    a. Increase the amount of students contacted via virtual recruiting **(quant)**

    b. Increase the variety of Enrollment Services available to students **(qual & quant)**

    c. Reduce the number of students turned away at the front desk due to lack of available staff or wait times **(quant)**

    d. Provide additional Enrollment Support services **(quant)**

    e. **Methodology: Collection and comparison of service data (front desk tally sheets and SP data)**

4. Serve as a student connection for campus resources **(quant)**

June 2016 lc

      a. **Methodology: Collection and comparison of service data (Peer Pack tally sheets)**

      b. **Methodology: Compare IR Satisfaction Survey (November Annually) – Does utilization rates of Student Services increase?**

5. Demonstrate institutional response based on need for increased Enrollment Support services **(quant)**

      a. Example: "*NWACC Peer Pack interacted with 2300 students this term – there is a huge demand for assistance."*

      b. **Methodology: Collection and comparison of service data**

6. Email google doc survey to the students we skyped with.

      a. Quantitive/Qualitative

            i. Example

                  1. Quantitative: Likert scale 1-5 how do you feel this has influenced your decision to attend NWACC.

                  2. Qualitative: Collection of inspiring stories from high students on impact of program

Assessment Measures:

- Surveys gathered demonstrate the impact of program directly with students
- Data gathered for 2018-2019 demonstrates need of increased student enrollment Support Services
- Communicate expectations/information
  - Leadership
  - Colleagues/advisors
  - Peer advisors/mentors

Standards for Success:

- Provide additional Enrollment Support services
- Increase the variety of Enrollment Services available to students
- Reduce the number of students turned away at the front desk due to lack of available staff or wait times
- Serve as a student connection for campus resources

Implementation Plan:

- Collaborative workspace on MyNWACCConnection (Canvas) in place and being utilized
- Meeting with Director of Student Services and Associate VP to Enrollment Services to complete plans and timelines

Results/Discussion:

- Met all outcomes, but the Communication Plan needs to be revised. We have more supervisors on board, and need to rework some of our outcomes
- A survey will be given in the Fall of each semester asking for five to seven questions on assessment measures across campus.