Program Assessment Form (Non-Academic Program)

Student Success and Early Intervention (Counseling)

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General Information (Program Assessment Form (Non-Academic Program))

Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth.The purpose of the Learning Support Services is to support underprepared and challenged students by providing academic support services to accomplish and sustain the Northern Marianas College Mission.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Early Intervention and Student Success (August 2020)

AUO 1
Early Intervention and Student Success program provides academic, social, and emotional support to students through several platforms to aid in their success

Mapping

No Mapping

Student Success and Early Intervention (Counseling) Outcome Set

PLO 1
Students will be able to work with counselors to identify any obstacles to their academic success. (SLO)Early Intervention

Mapping

No Mapping

PLO 2
Students will be able to report to a counselor any challenges they have with their instructors. (SLO)Early Intervention

Mapping

No Mapping

PLO 3
Provide academic tutoring support in a variety of subject areas to aid in their success. Learning Support Services

Mapping

No Mapping

2020-2021 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth.The purpose of the Learning Support Services is to support underprepared and challenged students by providing academic support services to accomplish and sustain the Northern Marianas College Mission.

Measures

Early Intervention and Student Success (August 2020)

Outcome

Outcome: AUO 1
Early Intervention and Student Success program provides academic, social, and emotional support to students through several platforms to aid in their success

Measure: Starfish Early Alert Progress Surveys	
Indirect - Survey	
Details/Description:	The Starfish Early Alert Progress Surveys are deployed 3 times per semester to assist faculty and adjuncts with monitoring student academic progress. **Update: The Starfish Early Alert Progress Surveys are deployed 2 times per semester as a result of feedback received from the Fall 2020 Faculty Satisfaction Survey.
Acceptable Target:	40% of faculty complete all 3 progress surveys **Update: 40% of faculty to complete all progress surveys remains acceptable considering full-time and adjunct faculty are still learning to navigate through Starfish
Ideal Target:	40% of faculty complete all 3 progress surveys **Update: 100% of faculty to complete all progress surveys is ideal
Implementation Plan (timeline):	Week 3, 6, and 9 of the semester **Update: Week 3 and 6 of the semester
Key/Responsible Personnel:	Early Intervention Counselor (Kaelani Demapan), Student Success Counselor (Roxanne Torres), and Director of Learning Support Services (Christine Inos)

Measure: Starfish Student Intake Survey	
Indirect - Survey	
Details/Description:	The Starfish Student Intake Surveys are available to students to survey their needs to be more successful.
Acceptable Target:	20% of students complete intake survey

Ideal Target:	20% of students complete intake survey
Implementation Plan (timeline):	Entire semester
Key/Responsible Personnel:	Early Intervention Counselor (Kaelani Demapan), Student Success Counselor (Roxanne Torres), and Director of Learning Support Services (Christine Inos)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

Early Intervention and Student Success (August 2020)

Outcome

Outcome: AUO 1

Early Intervention and Student Success program provides academic, social, and emotional support to students through several platforms to aid in their success

Measure: Starfish Early Alert Progress Surveys
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Findings for Starfish Early Alert Progress Surveys

Summary of Findings:	Findings show a 3.3% increase in the percentage of faculty response rate from Fall 2020 to Spring 2021. An average of 37.7% of faculty responded to the 3 Starfish Early Alert Progress Surveys in Fall 2020 , namely the Student Engagement Survey, Midterm

Progress Survey, and Expected Outcomes Survey.

An average of 41% of faculty responded to the 2 Starfish Early Alert Progress Surveys in Spring 2021, namely the Student Early Alert Progress Survey and Expected Outcomes Survey.

Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Approaching
Recommendations:	Keep the number of progress surveys per semester to 2 surveys instead of 3 surveys total.
Reflections/Notes:	The results from the Starfish Faculty Satisfaction Survey in Fall 2020 (which was administered in November 2020) provided insight to how the Starfish team should administer the surveys throughout the semester. With much thought, the Student Success Lead decided to reduce the amount of surveys from 3 to 2 and rename them in the Spring to include no more than 5-6 flags per survey. As a result, the team saw an increase in faculty response rate from Fall to Spring for the surveys and manually as well.

Substantiating Evidence:

📎 Starfish Faculty Survey Data (PNG (Image)) (See appendix)

Faculty Survey Data from Fall 2019 through Spring 2021 is shown in this chart

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Measure: Starfish Student Intake Survey
Indirect - Survey

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Acceptable Target:	20% of students complete intake survey
Ideal Target:	20% of students complete intake survey
Implementation Plan (timeline):	Entire semester
Key/Responsible Personnel:	Early Intervention Counselor (Kaelani Demapan), Student Success Counselor (Roxanne Torres), and Director of Learning Support Services (Christine Inos)

Findings for Starfish Student Intake Survey

Summary of Findings:	Approximately 15% of the student population completed the Starfish Student Intake Survey (329 responses)--11% in Fall 2020 (136 responses) and 18% in Spring 2021 (193 responses).

Findings from the survey showed how the COVID-19 pandemic and remote learning has impacted our college students. It also provided insight on how the College can help its students moving forward. |

Results :	Acceptable Target Achievement: Not Met; Ideal Target Achievement: Approaching
Recommendations:	Administer the Student Intake Survey to all incoming and returning students to see where the College can help aid in their student success.
Reflections/Notes:	The Starfish Student Success Lead presented the results to NMC Leadership, LSS Divisional and Departmental Leadership, and the Lines-Of-Inquiry 9 team in hopes that the entire college community will use this data to support students in their capacities.

Substantiating Evidence:

Starfish Student Intake Survey Data At A Glance (Adobe Acrobat Document) (See appendix)

Overall Recommendations
No text specified

Overall Reflection
No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2021-2022 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

USE OF RESULTS

STATUS REPORT

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2019-2020 Assessment Cycle (Actual Cycle) (ACTUAL Data)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT

Appendix

A. **Starfish Student Intake Survey Data At A Glance** (Adobe Acrobat Document)
B. **Starfish Faculty Survey Data** (PNG (Image))