

IRP@FHDA

To: Student Success & Support Program (SSSP) Group at FHDA
From: Lourdes Del Rio-Parent, PhD, Sr. Research Analyst/Data Wareh Coordinator
Date: November 26, 2014
Re: MIS SS report student headcount figures by data element and related data sources at FHDA, summer 2014

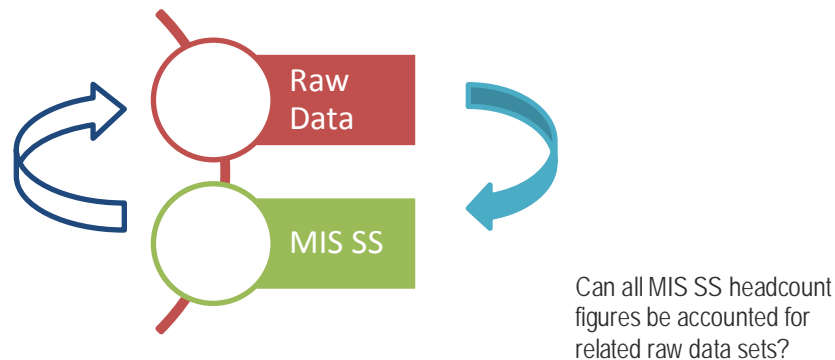
This document provides a summary of the MIS Student Success (SS) data, summer 2014, submitted to the California Community College Chancellor's office on November of 2014. The document is part of a series of procedures¹ intended to assess the validity of the data in the report and encourage members of the SSSP groups at each college to examine reported figures and identify possible issues or problems with the data (e.g., missing or incorrect data sources, unexpected headcount figures by data source). Figures in the document are segregated by SS core service (orientation, placement, counseling, education plan development, academic probation services, and follow-up services), college and original data source.

The method for validating the MIS SS data consisted of comparing headcount figures from the report with figures from the original or raw data sets for related core services (orientation, placement/assessment, counseling, education plan development, and student follow-up). Data for each data element in the MIS SS report was segregated by data source. Any apparent discrepancy between the data sets was identified and reconciled. For example, procedures tested whether all students reported in the MIS

¹ Procedures included review of documents and presentations published by the CCCCCO (e.g., MIS data dictionary, SSSP Handbook available at the CCCCCO website), interviews with data custodian across the District, and presentations and reports on the methods and procedures used for the MIS SS report.

data set as receiving orientation services in summer 2014 were also enrolled in orientation courses for that term (raw data source), excluding those who received prior orientation services at the college (e.g., previously enrolled in the course). The interdependency between data sets, and related testing, is shown in Figure 1.

Figure 1
Reconciliation of MIS SS Data and Related Data Sources



To proceed with the next step in the validation process, SSSP group members are asked to review figures summarized in this document, while taking into account the following:

1. As of today, it is assumed that only courses at the counseling divisions have all required components of a substantive orientation. (See Exhibit 1.) This means that orientations activities for students not yet enrolled (e.g., orientations at high schools) cannot be included in the report, unless it is documented that these activities meet all required components, which include: (1) academic expectations, and progress and probation standards, (2) maintaining registration priority, (3) prerequisite or co-requisite challenge process, (4) Maintaining fee waiver eligibility, (5) descriptions of services and programs, (6) academic calendar and important timelines, (7) registration and college fees, (8) available education planning services, and (9) Other issues, policies, and procedures the college deems necessary². Follow-up orientation

² Sheldon, D., & Keeleym M. (2014). *Core Services Student Success & Support Program* (Presentation at the SSSP All Coordinators Training).

activities (SS11 P1) are only reported for students registered during a previous term at the college.

2. Excluding term based data (e.g., course enrollment), the period for summer includes dates between July 1 and August 30. September data for SS core services will be reported in the fall term/report. This was designed to avoid gaps during vacation periods and to allow the colleges to report most, if not all, services provided, especially during the term they are most likely to count.³
3. For MIS SS, initial assessment for placement relates to English, Math, or ESL only. Retesting during follow-up terms or assessment/placement for other course subjects is reported in SS11 P2. (See Exhibit 2 to Exhibit 5 for details.)
4. Assessments used for placement must be validated and approved by the CCCCO, otherwise funding may not be claimed for the assessment. (See notes for Exhibit 3 and Exhibit 4 to identify assessments at each college that may need approval by the CCCCO.)
5. Regarding counseling/advisement services (SS08), meetings documented by the SARS system accounts for most of these services (Foothill, 76%; De Anza 65%) as shown by figures in Exhibit 6 to Exhibit 8. Categorical or special services programs also account for a significant percentage of the total headcount, especially at De Anza (35%; Foothill, 24%). For most of these programs, student data is reviewed and headcount figures are confirmed as part of the MIS pre-submission clean-up procedures; thus no major issues should arise during an audit. The only figures that may need to be reviewed or confirmed are those for the First Year Experience and Summer Bridge⁴ programs at De Anza.
6. Headcount figures for education plan development are mainly based on data from Degree Works. Procedures also take into account the first term students participated in the EOPS or DSPS programs, for this is the term when they develop, at least, an abbreviated plan. It is assumed that all comprehensive plans are developed in Degree Works. (See Exhibit 9.)

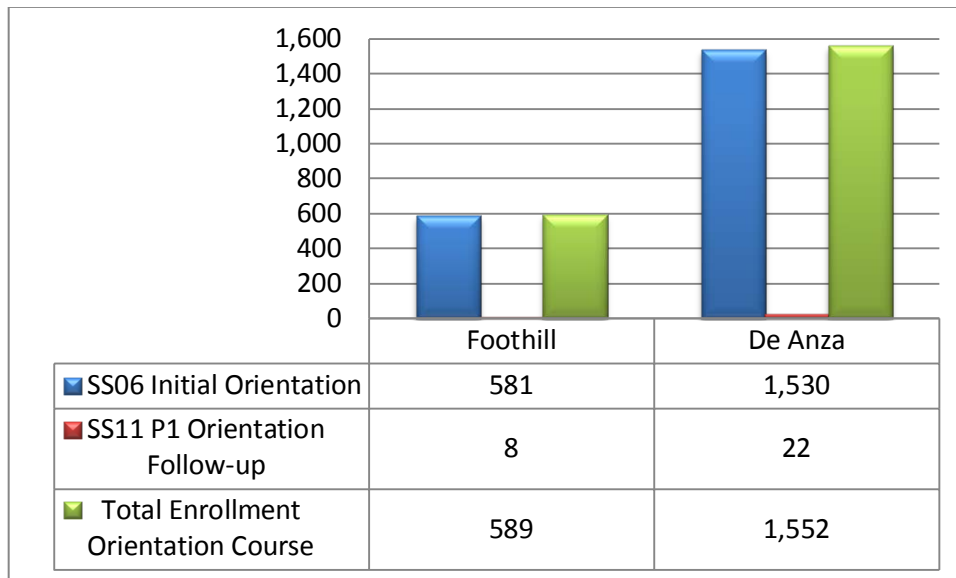
³ Students served during the month of September are more likely to enroll in fall, compared to summer. For some services, students need to be enrolled in at least 0.5 unit during the term the service was provided.

⁴ Data for De Anza showed 88 continuing or returning students, a number rather for a program mainly designed to target first-time students.

7. Data for academic progress/probation services suggests significant problems with the systems used for the colleges to track and serve students on academic probation or dismissal. According to figures on Exhibit 10 and Exhibit 11, less than 10% of the students who were on academic probation or dismissal by the end of the spring term and enrolled in the following summer term at Foothill College received support services. At De Anza College, figures were not much better; 10% of students on probation received services; 19%, for students in academic dismissal. A follow-up report on this issue, including data on registration holds, should provide more information on this issue.
8. Data on follow-up service (SS11) are shown in Exhibit 12 to Exhibit 17. These services are only reported for students with at least 0.5 attempted credit unit at the college during a previous term; thus figures from original or raw data sets may not match reported figures when segregated by source for they apply to only continuing or returning students. These follow-up services are intended to capture follow-ups to core services, including sub-sequent orientations, counseling, revisions to educational plans, career or interest assessment or inventories, retesting, and assessment/placement on areas besides Math, English or ESL. Follow-services also include '...other follow-up services not reported elsewhere.'⁵
9. When comparing headcount figures for the MIS SS data set and related data sources keep in mind that often figures are not mutually exclusive, for a service may have been documented by different sources (e.g., a student who received counseling through a categorical program and also met a counselor, as documented by SARS, during the term—different sources related to the same core service).

⁵ MIS Data Dictionary, SS11:
http://extranet.cccco.edu/Portals/1/TRIS/MIS/Left_Nav/DED/Data_Elements/SS/SS11.pdf

Exhibit 1
SS06 Initial Orientation Services: Student Headcount by Orientation Service, Course Enrollment and College, Summer 2014



Notes:

SS06 indicates whether the student received initial orientation services as a part of the student success process at the college. SS11 P1 captures any additional orientation service provided during the same or subsequent term.

'SS06 Initial Orient Serv': Headcount for students who received initial orientation services.

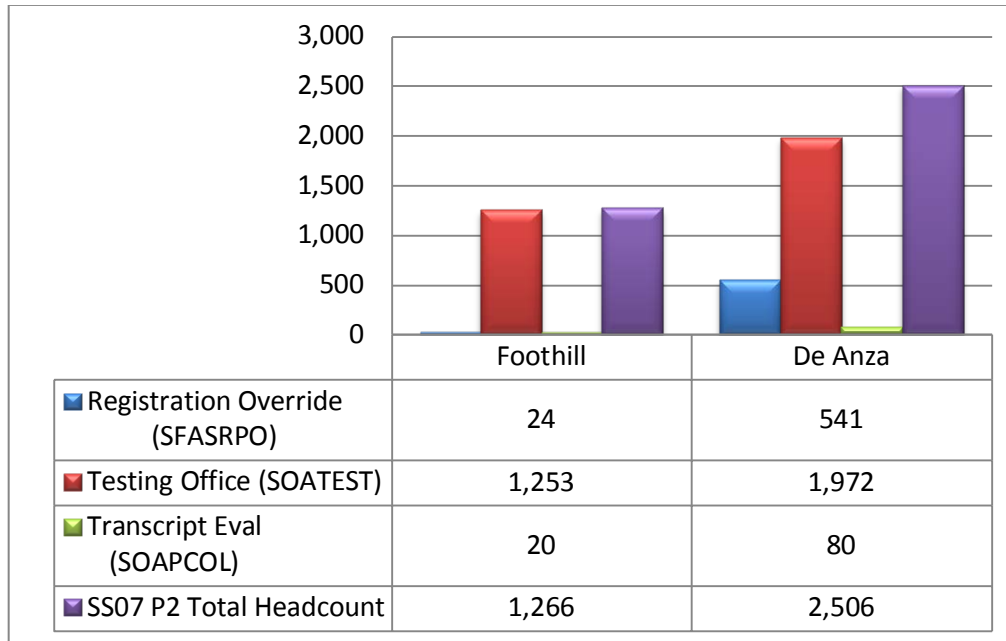
'SS11 P1 Orientation Follow-up': Indicates students repeating the course or who had received initial prior orientation services—moved to or included in SS11 P1. It does not include all students reported in SS11 P1.

'Total Enrollment Orientation Course': Student headcount by census date on CNSL 5 (Foothill) and COUN 200 & 200X (DE Anza), summer 2014.

The purpose of orientation, as defined in title 5, § 55502, is to acquaint "students and potential students with, at a minimum, college programs, student support services, facilities and grounds, academic expectations, institutional procedures, and other appropriate information pursuant to title 5, § 55521." Required components for a substantive orientation service must include: (1) academic expectations, and progress and probation standards, (2) maintaining registration priority, (3) prerequisite or co-requisite challenge process, (4) Maintaining fee waiver eligibility, (5) descriptions of services and programs, (6) academic calendar and important timelines, (7) registration and college fees (8) available education planning services, and (9) Other issues, policies, and procedures the college deems necessary⁶.

⁶ Sheldon, D., & Keeleym M. (2014). *Core Services Student Success & Support Program* (Presentation at the SSSP All Coordinators Training).

**Exhibit 2.
SS07 Initial Placement/Assessment: Student Headcount by Data Source and College, Summer 2014**



Notes:

SS07 is intended to capture initial assessment for placement in English, Math, or ESL as defined in title 5 section 55522. Retesting should be reported in SS11 P2. Figures only include initial assessment or placement during July 1st to August 30th of 2014. Students with assessment or placement during this period who also had prior initial assessment are reported as receiving follow-services (SS11 P2). Figures are not mutually exclusive for students may have received more than one type of assessment/placement during the term.

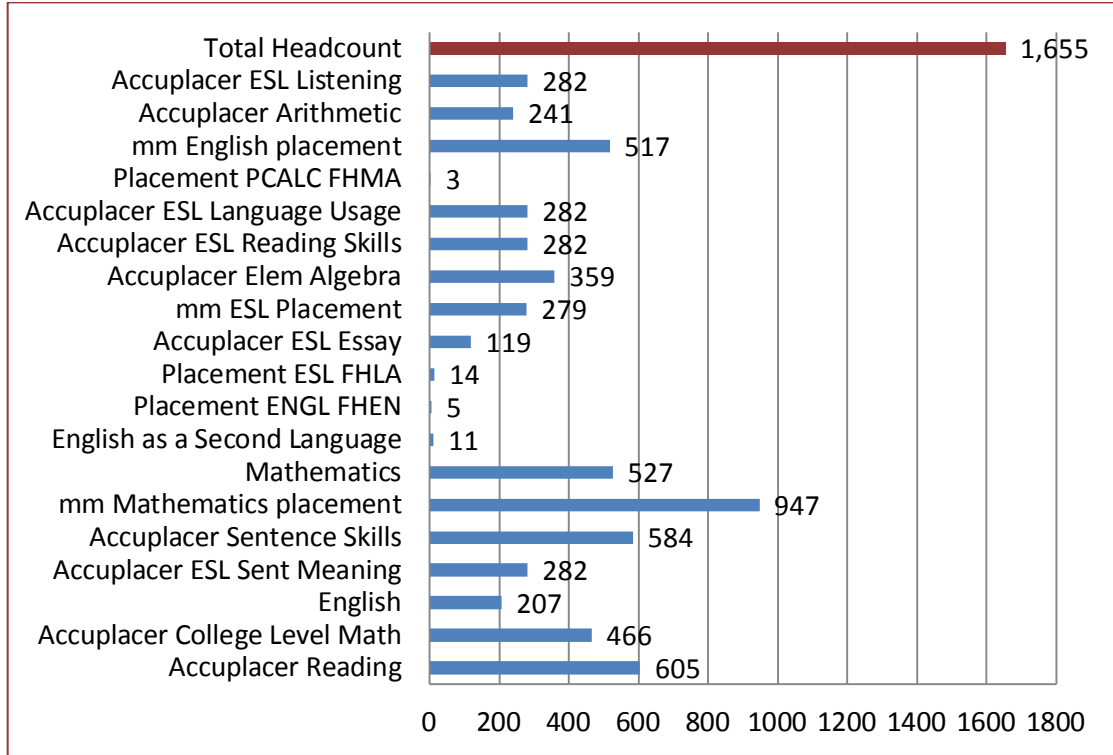
'Registration Override (SFASRPO)': Placement made through registration override or clearance. Only the first term when the override was made is selected and compared with other sources in Banner (SOATEST, SOAPCOL) to identify the term of initial assessment or placement.

'Testing Office (SOATEST)': Assessment or placement in a course (to allow registration) documented in SOATEST.

'Transcript Eval': Placement based on transcript evaluations, as documented by SOAPCOL.

'SS07 P2 Total Headcount': Headcount figure reported in MIS for students who received initial assessment for placement during the term at the college, after taking into all data sources.

**Exhibit 3.
Foothill College: SS07 P2 Assessment or Placement at the College, SOATEST,
July 1 to August 30, 2014**

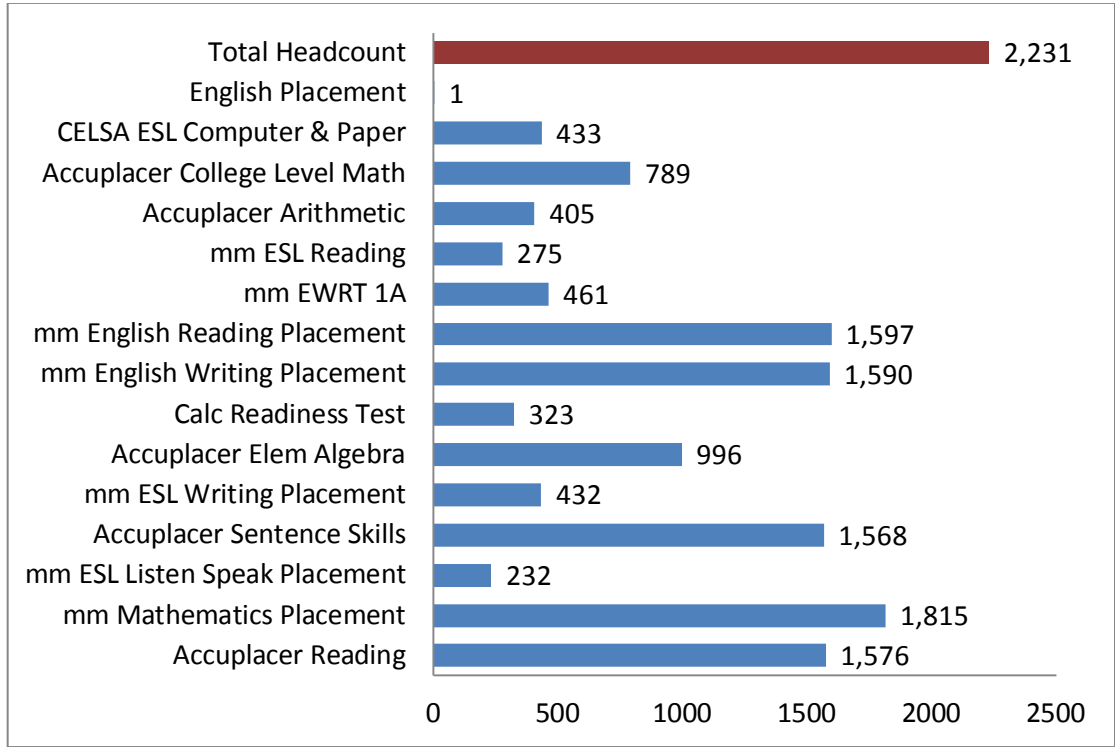


Notes:

Data includes all initial assessment or placement in SOATEST (Banner form), independently of prior initial assessment or placement services at the College. Figures are not mutually exclusive.

The following assessments do not have the MIS assessment code (needed as evidence of approval by the CCCCOC) in SOATEST: Accuplacer ESL Essay, Accuplacer ESL Listening, English as a Second Language, English and Mathematics.

**Exhibit 4.
De Anza College: SS07 P2 Assessment or Placement at the College, SOATEST,
July & August of 2014**

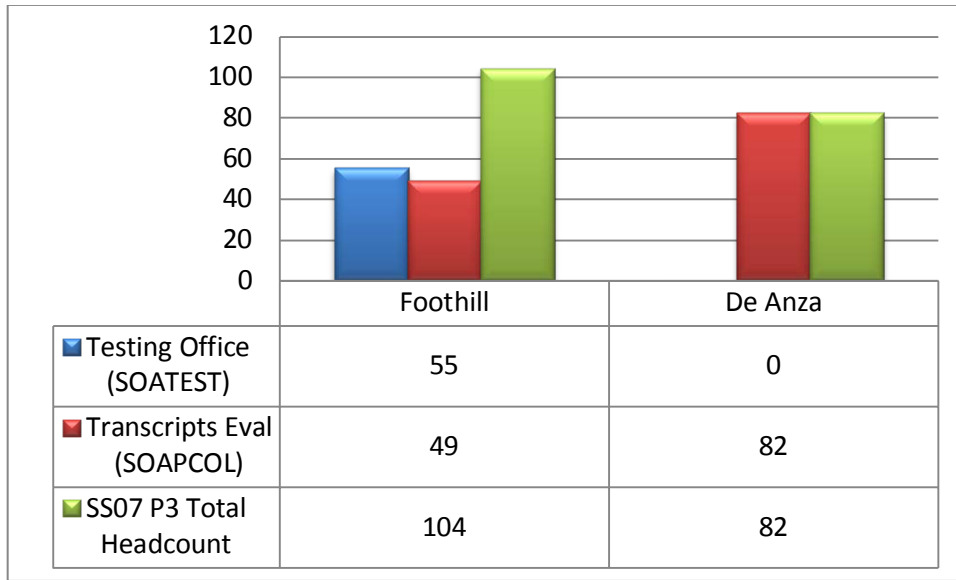


Notes:

Data includes all initial testing or placement in SOATEST (Banner form), independently of prior initial assessment or placement services at the College. Figures are not mutually exclusive.

The following assessments do not have MIS assessment code (needed for evidence of approval by the CCCC) in SOATEST: mm ESL Reading and mm EWRT 1A.

Exhibit 5
SS07 P3 Initial Placement Based on Assessment Results from another College:
Student Headcount by Data Source and College, Summer 2014



Notes:

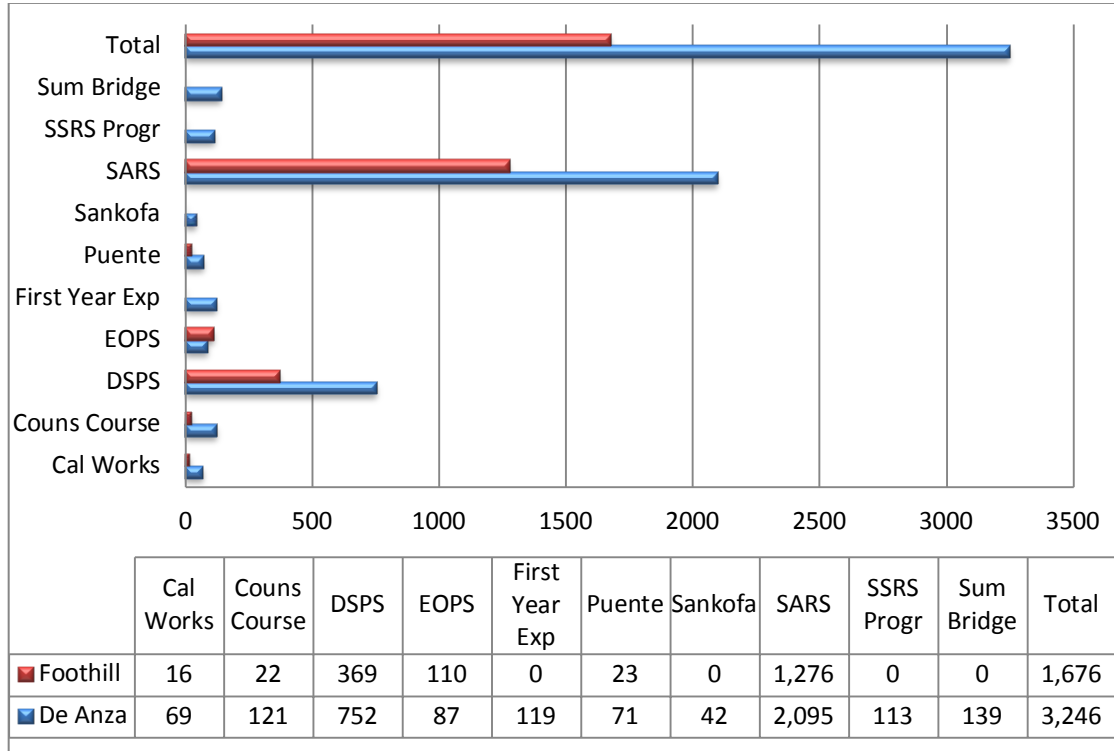
Data indicates initial placement (first placement in Math, English, or ESL course) based on information from another college or university. Figures are not mutually exclusive for students may have received more than one type of assessment/placement during the term.

'Testing Office (SOATEST)': Assessment or placement in a course (to allow registration) documented in SOATEST.

'Transcript Eval': Placement based on transcript evaluations, as documented by SOAPCOL.

'SS07 P3 Total Headcount': Headcount figures reported in MIS for students who received this service at the College, after taking into all data sources.

Exhibit #6
SS08 Counseling/Advisement Services: Student Headcount by Data Source and College, Summer 2014



Notes:

Data indicates whether the student received counseling/advisement services, other than the development of a student education plan, during the reporting term.

Figures are not mutually exclusive.

Counseling courses include CNSL 275. (Foothill), HUMA 10 & 20 (De Anza). CalWorks, EOPS, DSPS, Puente, Sankofa are also reported separately in MIS. Data for First Year Experience, Student Success & Retention Services (SSRS), and Summer Bridge are based on summer 2014 enrollment and SGASADD data.

Exhibit # 7
Student Headcount Documented by SARS at De Anza College by Location and SS08 Related Reason for Meeting, July 1 to August 30 of 2014

Location	Reason for Meeting	Headcount	Begin Date	End Date
<i>Athletics AA</i>	Choose Class	70	15-Jul-14	28-Aug-14
	Transfer Counseling	12	16-Jul-14	28-Aug-14
	GE Information	1	29-Jul-14	29-Jul-14
<i>Counseling and Advising</i>	Choose Classes	1,426	1-Jul-14	28-Aug-14
	GE Information	174	1-Jul-14	28-Aug-14
	Transfer Counseling	129	1-Jul-14	28-Aug-14
	Changing Major	51	3-Jul-14	28-Aug-14
	Repeat A Class	16	3-Jul-14	28-Aug-14
	TAA/TAG Information	12	7-Jul-14	28-Aug-14
	Exceed maximum units	9	1-Jul-14	29-Jul-14
	Picking the Right GE Pattern Wksp	1	1-Jul-14	1-Jul-14
	Personal Statement/Rec Letter	1	4-Aug-14	4-Aug-14
<i>EOPS Center</i>	Choose classes (DW locked)	32	2-Jul-14	26-Aug-14
	TAA/TAG information	15	8-Jul-14	25-Aug-14
	Transfer counseling	14	1-Jul-14	25-Aug-14
	Changing a major	8	2-Jul-14	6-Aug-14
	Career counseling	2	2-Jul-14	30-Jul-14
	Repeat a class	1	23-Jul-14	23-Jul-14
	General Ed Info	1	9-Jul-14	9-Jul-14

(Continue on next page.)

Exhibit 7 (cont.)

Student Headcount Documented by SARS at De Anza College by Location and SS08 Related Reason for Meeting, July 1 to August 30 of 2014

Location	Reason for Meeting	Headcount	Begin Date	End Date
<i>International Student Office</i>	Choose Classes	222	1-Jul-14	28-Aug-14
	Transfer Counseling	70	1-Jul-14	28-Aug-14
	ISP_Change of Status	49	1-Jul-14	26-Aug-14
	TAA/TAG Information	19	9-Jul-14	28-Aug-14
	Changing Major	7	2-Jul-14	27-Aug-14
	ISP_I-20 Change of Major	7	10-Jul-14	27-Aug-14
	Out of Status Advising	5	1-Jul-14	26-Aug-14
	ISP_employment related issues	3	14-Jul-14	4-Aug-14
	ISP_Employment Information	2	1-Jul-14	8-Jul-14
	Exceed maximum units	2	1-Jul-14	3-Jul-14
	Repeat A Class	1	13-Aug-14	13-Aug-14
<i>Student Success and Retention Services</i>	Choose classes	3	23-Jul-14	28-Jul-14
	TAG Workshop	19	7-Jul-14	27-Aug-14
<i>Transfer Center</i>	TAA/TAG Information Wksp	2	14-Jul-14	14-Jul-14
	University Rep. Drop-in Advising	9	8-Jul-14	8-Jul-14
<i>University Rep. Visits</i>	UC Berkeley Advising	9	8-Jul-14	8-Jul-14
	Total Headcount	2,112	1-Jul-14	28-Aug-14

Notes:

Only includes meeting with a reason previously identified as providing counseling or advising as defined by SS08. Figures are not mutually exclusive.

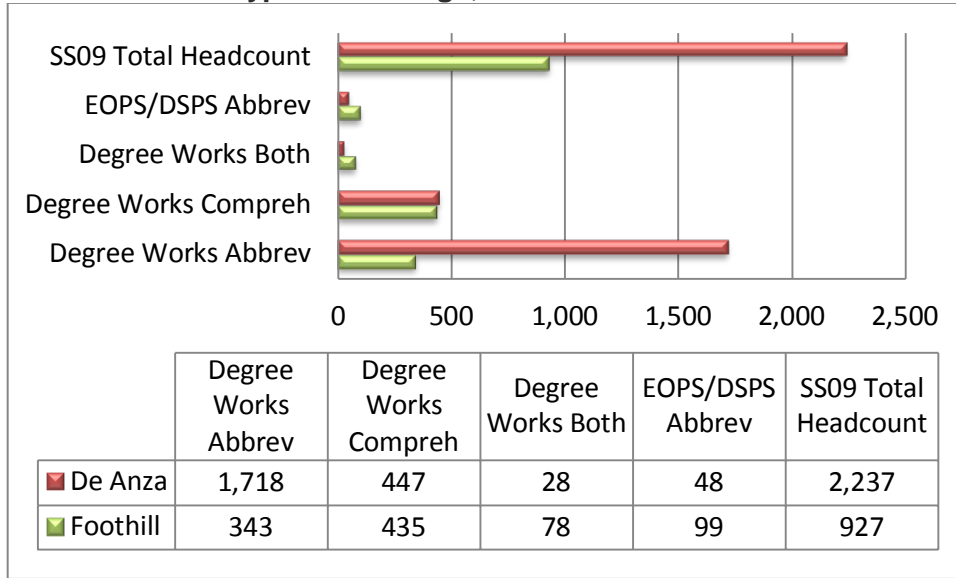
Exhibit 8
Student Headcount Documented by SARS at Foothill College by Location
and SS08 Related Reason for Meeting, July 1 to August 30 of 2014

Location	Reason for Meeting	Headcount	Begin Date	End Date
<i>Counseling Center</i>	Advising	812	1-Jul-14	28-Aug-14
	Transfer Counseling	289	1-Jul-14	28-Aug-14
	A Telephone Appointment	142	1-Jul-14	28-Aug-14
	Appointment for Bio/Health Programs	114	1-Jul-14	28-Aug-14
	Choose Major	76	1-Jul-14	28-Aug-14
	TAA/TAP/TAG	34	2-Jul-14	28-Aug-14
	Veteran Advising	5	1-Jul-14	27-Aug-14
<i>Disability Resource Center</i>	DRC Counseling Appointment	56	1-Jul-14	28-Aug-14
	Drop-in Margo Dobbins	8	1-Jul-14	28-Aug-14
	Learning Disability Specialist	3	14-Jul-14	22-Jul-14
	Veteran	3	1-Jul-14	16-Jul-14
	Drop-in Jess Miller	3	2-Jul-14	27-Aug-14
	Drop-in Bea Cashmore	1	1-Jul-14	1-Jul-14
<i>EOPS Department 30 min Grid</i>	Drop in	128	1-Jul-14	28-Aug-14
<i>Transfer and Center Foothill College</i>	TAG Workshop	12	12-Aug-14	27-Aug-14
	Selected Workshop	4	12-Aug-14	25-Aug-14
Total Headcount		1,277	1-Jul-14	28-Aug-14

Notes:

Only includes meeting with a reason previously identified as providing counseling or advising as defined by SS08. Figures are not mutually exclusive.

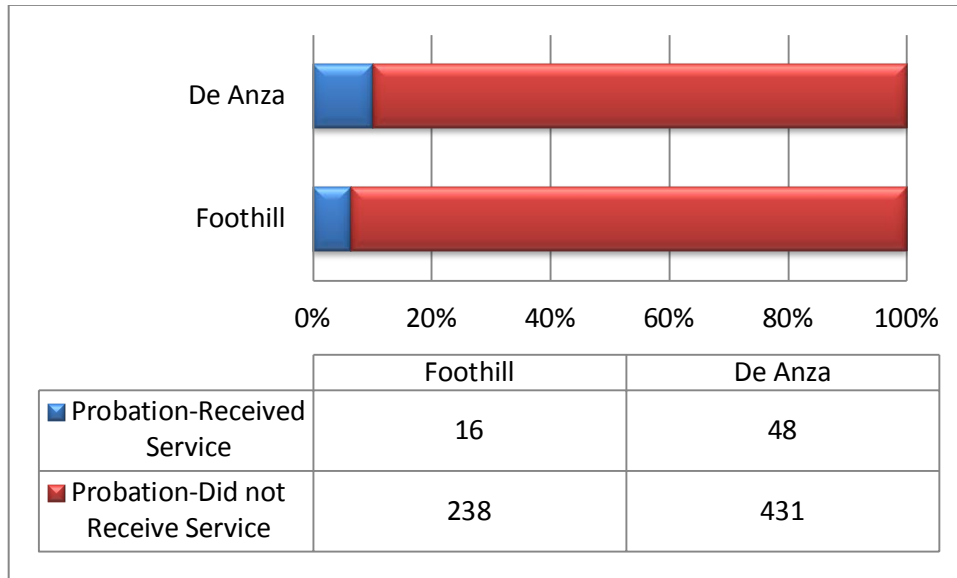
**Exhibit 9
 SS09 Student Education Plan Development: Student Headcount by
 Education Plan Type and College, Summer 2014**



Notes:

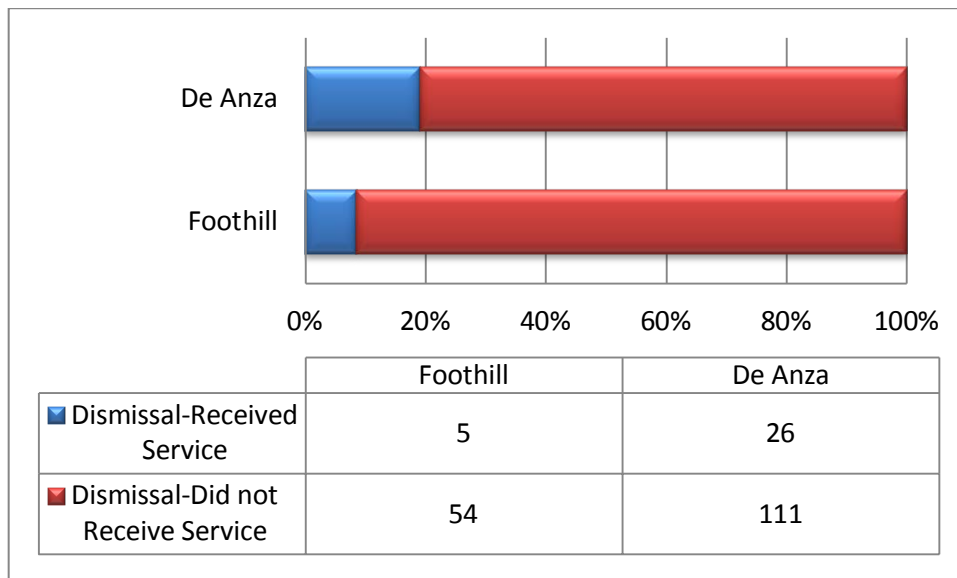
Data indicates whether the student developed an education plan at the college in the term, and only includes education plans developed in Degree Works between July 1 to August 30 of 2014, or developed during the first term the student participated in the EOPS or DSPS program. Figures are not mutually exclusive.

Exhibit 10
SS10 Student Academic Progress/Probation Services: Headcount for Student in Academic Probation by Service Status and College, Summer 2014



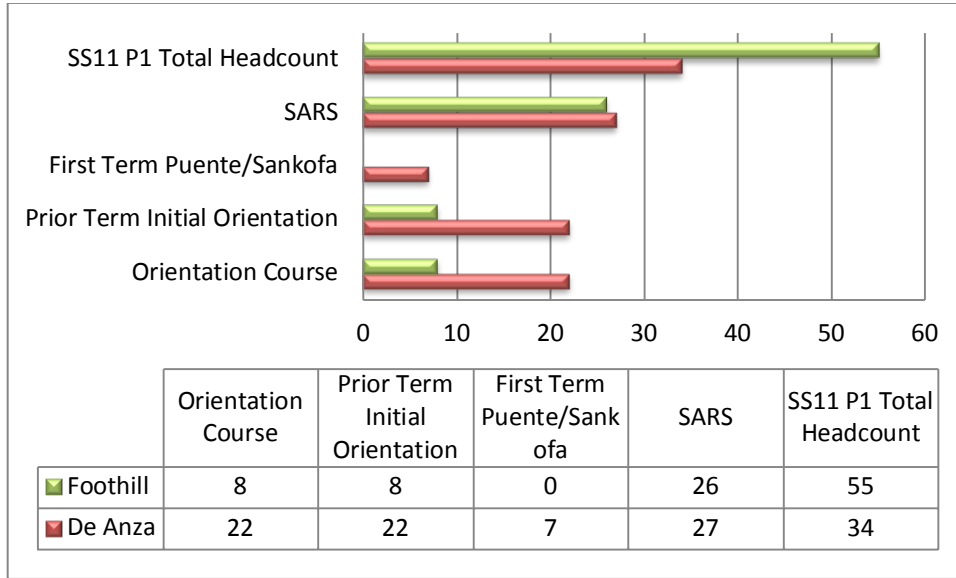
Notes:
 Data shows students on academic probation by the end of the spring 2014 quarter and whether they received support services during the reporting term. Service status is based on SARS data, July 1 to August 30.

Exhibit 11
SS10 Student Academic Progress/Probation Services: Headcount for Student in Academic Dismissal by Service Status and College, Summer 2014



Notes:
 Data shows students on academic dismissal by the end of the spring 2014 quarter and whether they received support services during the reporting term. Service status is based on SARS data, July 1 to August 30.

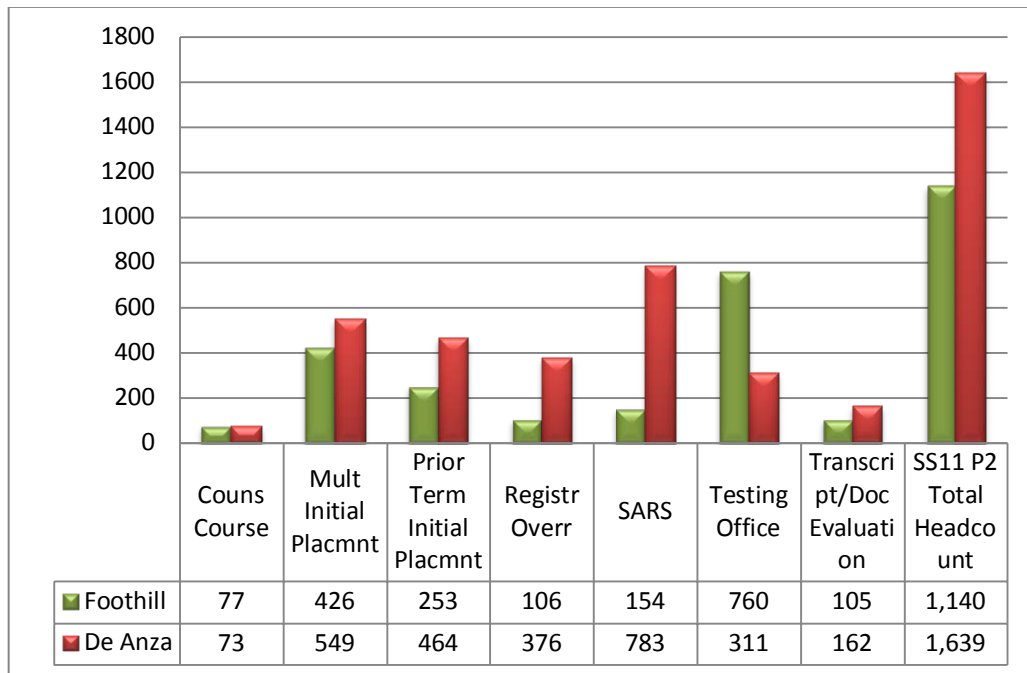
Exhibit 12
SS11 P1 Follow-up Orientation Services: Student Headcount by
Data Source and College, Summer 2014



Notes:

Data shows students who received other orientation services (in addition to initial orientation, reported in SS06). Figures are not mutually exclusive.
 Follow-up services are only reported for students with attempted credit hours in a prior term at the college.
 'SARS': includes meetings between July 1 to August 30 with a reason code identified as providing orientation services.
 Puente and Sankofa student receive orientation services during their first term.
 'Prior Term Initial Orientation': Indicates students with previous initial orientations, such as prior enrollment in orientation course (CNSL 5 and COUN 200 & 200X).
 'SS11 P1 Total Headcount': Total headcount reported for the college in MIS.

Exhibit 13
SS11 P2 Follow-up Assessment/Placement Services: Student Headcount by Data Source and College, Summer 2014



Notes:

Data shows students who received assessment or placement services (in addition to initial assessment/placement, reported in SS07). Activities can include, but are not limited to career or interest assessments, assessments for placement in other disciplines besides English, Math, or ESL. Figures are not mutually exclusive.

Follow-up services are only reported for students with attempted credit hours in a prior term at the college.

'Couns Course': Enrollment by census date on CRLP 55 & 70 (Foothill) or E S 95, NURS 50, or SPED 240.

'Mult Initial Placmnt': Multiple initial (Math, English, ESL) assessments or placements during the term.

'Prior Term Initial Placmnt': Initial (Math, English or ESL) assessments or placement during the prior and current term.

'Registr Overr': Non-initial (not related to Math, English or ESL) placement through registration override.

'SARS': Meeting in SARS with a reason code identified as providing assessment services.

'Testing Office': Non-initial assessment/placement (not related to Math, English or ESL) through SOATEST.

'Transcript/Doc Evaluation': Non-initial assessment/placement (not related to Math, English or ESL) documented in SOAPCOL.

'SS11 P2 Total Headcount': Total headcount reported for the college in MIS.

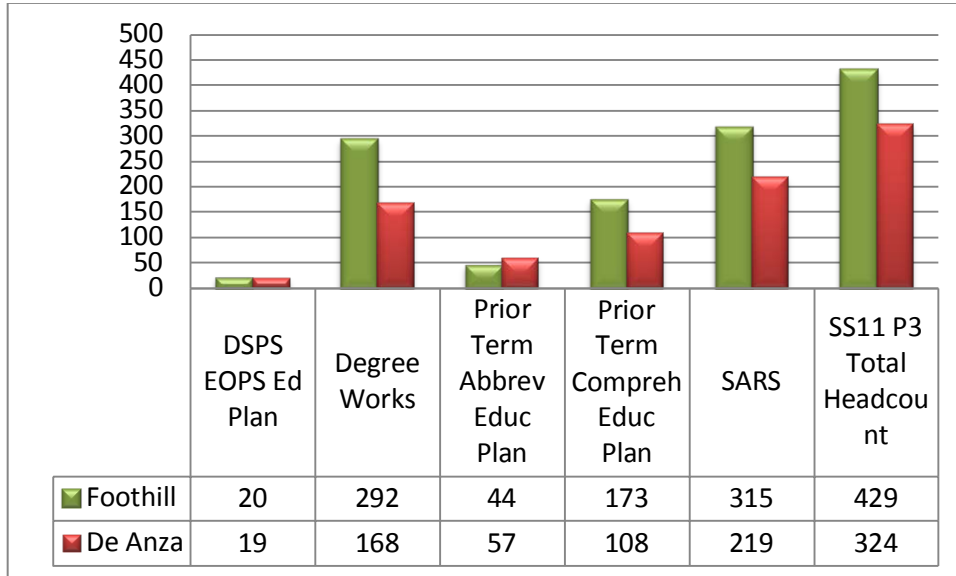
Exhibit 14
SS11 P2 Follow-up Assessment/Placement Services, SARS,
De Anza College: Student Headcount by Meeting Reason

Location	Reason for Meeting	Follow-Up Headcount	Original Headcount
<i>Athletics AA</i>	AA degree eval/certificate	10	13
<i>Counseling and Advising</i>	AA Degree eval/certificate	429	541
	Career Counseling	15	18
	Career Services	6	6
	Transcript Review/Informal Eval	39	69
	Transfer Check Up	318	349
<i>EOPS Center</i>	Transcript review/informal eval	1	2
	Transfer check up	2	2
<i>International Student Office</i>	AA Degree Evaluation/Certificate	24	24
	Career Counseling	2	2
	Career Services	1	1
	Transcript Review/Informal Eval	2	6
	Transfer Check Up	5	5
<i>Math, Science, Technology Resource Center</i>	Assessment test review	1	5
<i>Student Success and Retention Services</i>	AA Degree Evaluation/Certificate	5	6
Total Headcount		783	958

Exhibit 15
SS11 P2 Follow-up Assessment/Placement Services, SARS,
Foothill College: Student Headcount by Meeting Reason

Location	Reason for Meeting	Follow-Up Headcount	Original Headcount
<i>Counseling Center</i>	Career Counseling	45	95
	Petition for degree or certificate	63	70
	Transcript Evaluation	54	122
<i>EOPS Department 15 minutes grid</i>	Career Counseling	5	5
Total Headcount		154	266

Exhibit 16
SS11 P3 Follow-up Education Plan Services: Student Headcount by Data Source and College, Summer 2014



Notes:

Data is intended to capture subsequent education plan development or revisions. Figures are not mutually exclusive.

'DSPS EOPS Ed Plan': Student's first term at EOPS or DSPS, previous abbreviated education plan on record.

'Degree Works': Multiple plans of the same type developed in Degree Works.

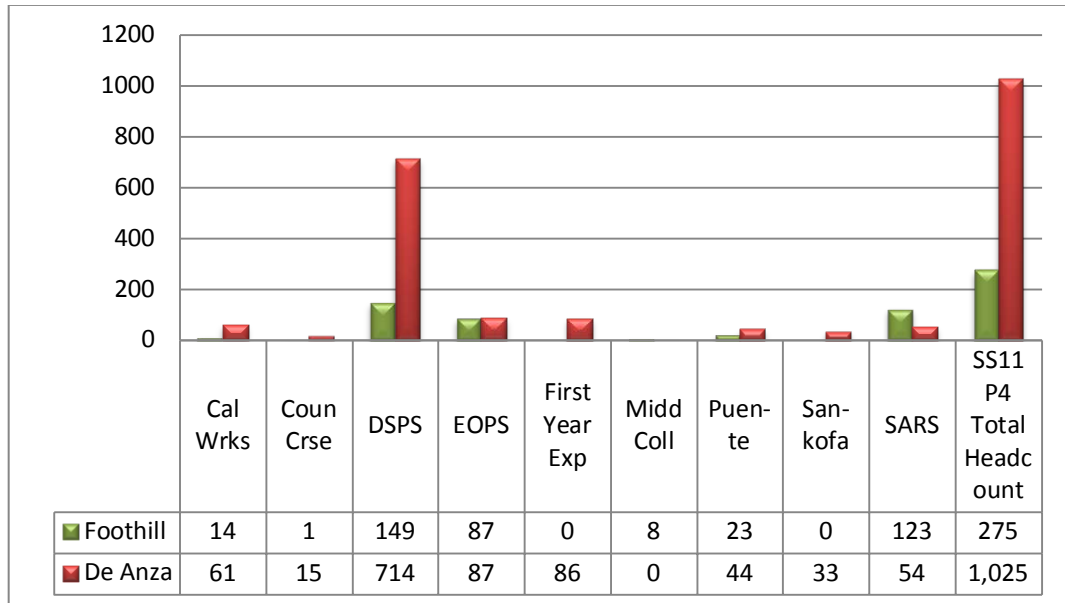
'Prior Term Abbrev Educ Plan': Abbreviated plan developed during the current and prior term.

'Prior Term Compreh Educ Plan': Comprehensive plan developed during the current and prior term.

'SARS': Meeting with a reason code identified as providing educational plan development services.

'SS11 P3 Total Headcount': Total headcount reported for the college in MIS.

**Exhibit 17
SS11 P4 Follow-up Other Services: Student Headcount by Data Source and College, Summer 2014**



Notes:

Data is intended to capture student success workshops not reported in SS11 positions 1, 2, or 3, or other follow-up services not reported elsewhere. Figures are not mutually exclusive. Follow-up services are only reported for students with attempted credit hours in a prior term at the college.

Student enrolled in counseling courses during the summer (Foothill: CNSL 275; De Anza: HUMA 10 & 20) or who participated in special programs (CalWorks, DSPS, EOPS, Middle College, First Year Experience, Puente, or Sankofa) were reported as receiving follow-up services given these programs involve multiple contacts during the term with the students.