

IRP@FHDA

To: Rob Mieso, Associate VP Student Services, De Anza College
From: Lourdes Del Rio-Parent, PhD, Sr. Research Analyst/Data Warehouse Coordinator FHDA
Date: March 30, 2016
Re: Validation of SARS data for the MIS Student Success report, fall 2015

Introduction

With the purpose of validating the procedures used to extract and report data from the SARS¹ system at De Anza College for the MIS Student Success (SS) report,² student headcount figures are provided in this document and segregated by location,³ reason for the appointment or meeting, and student demographics so that all relevant parties at the College can review these and report any unexpected findings. Detailed headcount figures for each SARS location segregated by reason and SSSP⁴ service are also provided in Appendix A to facilitate data review by SARS users at the College, including how these services are reported in the MIS SS report.

The figures presented here are based on SARS data for meetings that occurred between September 1 and December 31 of 2015 (fall 2015), with emphasis on appointments or meetings for which at least one of the reasons was to provide SSSP services. A crosswalk or lookup table between SARS meeting reason codes and the data fields in the MIS SS report was used to identify SSSP core services provided at each of the SARS locations. Demographic (i.e., gender, age, race/ethnicity, and residency) and education level related statistics (i.e., exempt status, first term at the college) for students who received

¹ Appointment scheduling and drop-in system, Software Products Inc.

² MIS SS data dictionary is available at:
<http://extranet.cccco.edu/Divisions/TechResearchInfoSys/MIS/DED/StudentSuccess.aspx>

³ Locations at De Anza College where the SARS system was used to track appointments or meetings during the fall 2016 term. See Table 1 for details.

⁴ "Student Success and Support Program (SSSP) (formerly Matriculation) is a process that enhances student access to the California Community Colleges and promotes and sustains the efforts of credit students to be successful in their educational endeavors. The goals of Student Success and Support Program (formerly matriculation) are to ensure that all students complete their college courses, persist to the next academic term, and achieve their educational objectives through the assistance of the student-direct components of the student success & support program (formerly matriculation) process: admissions, orientation, assessment and testing, counseling, and student follow-up." (<http://extranet.cccco.edu/Divisions/StudentServices/Matriculation.aspx>.)

SSSP services at SARS locations are shown and compared to related figures for the College student population in fall 2015⁵ to identify and address any problem with the data or reporting procedures.

Results/Discussion

- There were 19 SARS locations at De Anza College with data for meetings scheduled in fall 2015 (see Table 1). Data in Table 2 show the 11 SARS locations where SSSP services were provided during this term. Table 3 shows 8 SARS locations where, based on SARS meeting reason codes, SSSP services were offered; however, no data for actual meetings were found for fall 2015. Some of these locations with missing data seem to be a duplicate of another location (i.e., *Counseling Division*, ID 40; *EOPS Center*, ID 2) or locations that became active in the winter 2016 term (i.e., *Biological Health Environment Sciences* and *Asian American Pacific Islanders*).
- SARS locations or areas that did not offer SSSP services in fall 2015 included the *Biology Lab*, *Health Services*, *SSC WRC Tutoring*, *SSC Learning & Speaking Center*, *General Subjects Tutoring*, *Academic Skills Center*, *SSC Writing & Reading Center*, *SSC General Subjects Tutoring Center*. These are primarily places where health and tutoring services, which are not classified as SSSP services, are provided.
- Data in Table 1 show *Counseling and Advising* with the largest headcount and percentage of students served and services provided (student headcount, 52%; services, 59%), including services not related to SSSP. Specific to SSSP or Student Success (SS) services, Table 2 shows *Counseling and Advising* with 68% of the student headcount and 54% for the number of services provided. On the other hand, the data also show that at least 32% of the students in SARS who received SSSP services, received these outside of *Counseling and Advising*. Other SARS locations with a significant number of students who received SSSP services in fall 2015 include the *International Student Office*⁶, the *Transfer Center*, and the *EOPS Center* with 15%, 13%, and 10% of the student headcount, respectively.
- Figures in Table 4 are meant to compare the workload for these services across different SARS locations to take into account the student population served at the place (i.e., to explore the extent to which students who received services in some of these locations may require more services than students served at other locations). Services for student ratios in Table 4 were

⁵ Students with an enrollment record with the apportionment indicator, enrolled by section first census date.

⁶ For SSSP allocations, only applicants or students who are California residents and are not special admits during the reporting term are included.

used as a measure of workload per student. Data in this table show larger ratios for the *Psychological Services, EOPS Center, and Athletics AA* locations where, on average, students attended more than two meetings to receive SSSP services or received more than two type of services at each meeting during fall 2015.

- Figures in Table 5 to Table 12 compare demographics for students who received SSSP services at SARS locations in fall 2015 with related figures for the College student population for this term.⁷ The purpose is to identify significant differences in percentage figures that may signal issues with the data. If differences in student groups (i.e., students segregated by demographics) regarding SSSP services are found, then address whether these differences are expected (e.g., nonexempt⁸ students are expected to receive more SSSP services than exempted students).
- Related to Gender, Table 5 showed that females were, to a small degree, more likely to receive SSSP services than males at these SARS locations. The 2 percentage point difference may be a statistical artifact⁹ or a sign of actual differences between gender groups.
- Regarding age, figures in Table 6 show that younger students are more likely to receive SSSP services at these locations than older students; same results for nonexempt students when compared to exempt students in Table 7. SARS data is expected to show higher student headcounts and percentages when compared to related data for the College student population for many SSSP services such as orientation, assessment, and education plan development are mainly intended for applicants or first-time nonexempt students.
- No significant differences for first academic year at De Anza College in Table 8 were found between percentage figures for students receiving SSSP services in SARS locations and the College student population. The slightly higher percentages for students beginning attendance in recent academic years are likely related to students' age and exempt status.
- Figures for California residency status, one of the criteria used for SSSP allocations,¹⁰ in Table 9 indicate that foreign or international students were more likely to receive SSSP services at these locations, especially when compared to in-state students. Also, the number of foreign or international students who received SSSP services at these SARS locations was about half the

⁷ College student population refers to students with at least one enrollment record with apportionment indicator, enrolled by course first census date, during the reporting term.

⁸ Nonexempt students are those without a degree and non-special admit status during the reporting term. Exempted students are not required to receive or directed to SSSP services.

⁹ Statistical artifacts or errors are often related to sampling techniques or selection of subjects/participants.

¹⁰ Only services provided to California residents who are not special-admit during the reporting term count for SSSP funds.

number for the College, while for California residents the number of students who received SSSP services at these locations was about a quarter of the related number for the College. These significant differences are expected if one takes into account that federal regulations require close monitoring of the academic progress of F-1 visa students enrolled at the College.

- Regarding race or ethnicity, Table 10 shows that Asians were more likely to receive SSSP services at these SARS locations than students from other races or ethnic groups, while Whites or Caucasians were less likely. However, these race or ethnic differences were found to be better explained by student residency status and age. When taking into account residency status, figures in Table 11 show that Asian California residents were significantly less likely to have received SSSP services at these locations than any of the other groups. When taking into account age, figures for students younger than 25 in Table 12 show that Asians and Whites or Caucasians were about 5 percentage points less likely to have received SSSP services at these locations than students from other ethnic groups, when compared to related figures for the College student population. An issue to further explore is the extent to which receiving SSSP services is related to academic performance, which has been shown to be related to race/ethnic group classification.

Table 1

Student Headcount and Service Count by SARS Location, De Anza College, Fall 2015

Location	Student Headcount	Perc Headcount	All Services	Percent Services
Counseling and Advising	4,841	52%	7,652	59%
International Student Office	1,036	11%	1,820	14%
EOPS Center	723	8%	1,632	13%
Transfer Center	947	10%	1,278	10%
Student Success and Retention Services	321	3%	4,612	35%
Athletics AA	157	2%	380	3%
Psychological Services	99	1%	252	2%
Outreach	65	1%	131	1%
University Rep. Visits	91	1%	131	1%
OTI CalWorks	26	0%	43	0%
Math, Science, Tech Resource Center	949	10%	4,726	36%
Biology Lab	757	8%	3,818	29%
Health Services	626	7%	890	7%
SSC WRC Tutoring	21	0%	21	0%
SSC Learning & Speaking Center	544	6%	3,125	24%
General Subjects Tutoring	193	2%	663	5%
Academic Skills Center	322	3%	576	4%
SSC Writing & Reading Center	1,196	13%	4,724	36%
SSC General Subjects Tutoring Center	202	2%	850	7%
Total	9,370	100%	13,007	100%

Notes

SARS data from September 1 to December 1, De Anza College. Data includes SSSP and other services.

Headcount figures are not mutually exclusive for students might have received services at different locations.

Student Headcount: Unique student count at the location.

All Services: Count for services provided, based on count for issues addressed on each meeting. (For example, a meeting with two reasons will have a count of two.)

Table 2

Student Headcount and Service Count for SSSP Services by SARS Location, De Anza College, Fall 2015

Location	SSSP Student Headcount	Percent SSSP Student Headcount	SSSP Service Count	Percent SSSP Service
Counseling and Advising (Location 1)	4,690	68%	6,983	54%
International Student Office	1,036	15%	1,820	14%
Transfer Center	867	13%	1,181	9%
EOPS Center (Location 6)	723	10%	1,629	13%
Student Success and Retention Services	159	2%	496	4%
Athletics AA	145	2%	354	3%
Psychological Services	99	1%	252	2%
University Rep. Visits	68	1%	101	1%
Outreach	54	1%	114	1%
Math, Science, Technology Resource Center	34	0%	37	0%
OTI CalWorks	25	0%	40	0%
	6,933	100%	13,007	100%

Notes

SARS data from September 1 to December 1, De Anza College.

Headcount figures are not mutually exclusive for students might have received services at different locations.

SSSP Student Headcount: Unique student count for students who receive SSSP services at the location.

SSSP Services Count: Count for SSSP services provided, based on count for issues addressed on each meeting. (For example, a meeting with two reasons will have a count of two.)

Table 3

MIS SS Reporting Status for SARS Locations with at Least one Meeting Reason Related to SSSP Services Missing Fall 2015 data, De Anza College

Location ID Number	Location Name	MIS SS Reporting Status
40	Counseling Division	Unknown or no longer used
71	Biological Health Environment Sciences	Coming in winter 2016
66	Triage Room	Unknown or no longer used
2	EOPS Center	Unknown or no longer used
56	SSPI Testing Location	Unknown or no longer used
58	Asian American Pacific Islanders	Coming in winter 2016
61	Veteran appointments	Unknown or no longer used
25	Assessment Center	Unknown or no longer used

Notes

SARS data from September 1 to December 1, De Anza College.

Unknown or no longer used: Users at the location have not confirmed the crosswalk of MIS and SARS reason codes for their location, or the location ID may no longer be used or inactive in SARS.

Coming in winter 2016: Users have confirmed the crosswalk of MIS and SARS reason codes for their location. Data will be included in the MIS winter submission.

Table 4

Service per Student Ratio by SARS Location, De Anza College, Fall 2015

Location	SSSP Student Headcount	SSSP Total Services	Service per Student Ratio
Psychological Services	99	252	2.55 : 1
EOPS Center	723	1,629	2.25 : 1
Athletics AA	157	354	2.25 : 1
International Student Office	1,036	1,820	1.76 : 1
Outreach	65	114	1.75 : 1
Student Success and Retention	321	496	1.55 : 1
OTI CalWorks	26	40	1.54 : 1
Counseling and Advising	4,841	6,983	1.44 : 1
Transfer Center	947	1,181	1.25 : 1
University Rep. Visits	91	101	1.11 : 1
Math, Science, Tech Resource Center	949	37	0.04 : 1

Notes

SARS data from September 1 to December 1, De Anza College.

Headcount figures are not mutually exclusive for students might have received services at different locations.

SSSP Student Headcount: Unique student count for students who receive SSSP services at the location.

SSSP Services Count: Count for SSSP services provided, based on count for issues addressed on each meeting. (For example, a meeting with two reasons will have a count of two.)

Service per Student Ratio: Represents the number of services (within one or more meetings) provided, on average, to each student.

Table 5

Student Headcount by Gender: SARS and College Student Population, De Anza College, Fall 2015

Gender	SARS		College	
	Headcount	Percent	Headcount	Percent
Female	3,488	50%	10,947	48%
Male	3,405	49%	11,580	51%
Not Reported	40	1%	189	1%
Total	6,933	100%	22,716	100%

Notes

SARS data from September 1 to December 1, De Anza College.

Only include students who received SSSP services at any SARS location.

Student Headcount: Unique student count.

College: Students with at least one enrollment record with the apportionment flag during fall 2015 at De Anza College.

Table 6

Student Headcount by Age Group: SARS and College Student Population, De Anza College, Fall 2015

Age Group	SARS			College		
	Headcount	Percent	Cum Percent	Headcount	Percent	Cum Percent
19 or Less	2,575	37%	37%	7,660	34%	34%
20 to 24	2,887	42%	79%	8,619	38%	72%
25 to 29	721	10%	89%	2,605	11%	83%
30 to 34	290	4%	93%	1,245	5%	89%
35 to 39	178	3%	96%	713	3%	92%
40 to 44	97	1%	97%	499	2%	94%
45 to 49	67	1%	98%	414	2%	96%
50 or more	117	2%	100%	961	4%	100%
Not Reported	1	0%	100%	0	0%	100%
Total	6,933	100%		22,716	100%	

Notes

SARS data from September 1 to December 1, De Anza College.

Age Group: Student age at the beginning of term.

Only include students who received SSSP services at any SARS location.

Student Headcount: Unique student count.

College: Students with at least one enrollment record with the apportionment flag during fall 2015 at De Anza College.

Table 7

Student Headcount by Exempt Status: SARS and College Student Population, De Anza College, Fall 2015

Exempt Status	SARS		College	
	Headcount	Percent	Headcount	Percent
Nonexempt	6,475	93%	19,487	86%
Exempted-Degree	446	6%	2,928	13%
Exempted-Special Admit	12	0%	301	1%
Total	6,933	100%	22,716	100%

Notes

Exempted: Not required or directed to receive matriculation services.

Nonexempt: Required or directed to receive SSSP services.

SARS data from September 1 to December 1, De Anza College.

Only include students who received SSSP services at any SARS location.

Student Headcount: Unique student count.

College: Students with at least one enrollment record with the apportionment flag during fall 2015 at De Anza College.

Table 8

Student Headcount by First Academic Year at De Anza College: SARS and College Student Population, De Anza College, Fall 2015

First Academic Year	SARS			College		
	Headcount	Percent	Cum Percent	Headcount	Percent	Cum Percent
2016	2,154	31%	31%	6,591	29%	29%
2015	1,632	24%	55%	5,763	25%	54%
2014	1,243	18%	73%	3,596	16%	70%
2013	679	10%	82%	2,083	9%	79%
2012	318	5%	87%	1,160	5%	84%
2011	147	2%	89%	660	3%	87%
2010	108	2%	91%	488	2%	90%
Before 2010	457	7%	97%	2,375	10%	100%
Did not enroll	195	3%	100%	0	0%	100%
	6,933	100%		22,716	100%	

Notes

SARS data from September 1 to December 1, De Anza College.

Only include students who received SSSP services at any SARS location.

First Academic Year: First academic year the student attended De Anza College as a non-special admit student.

Student Headcount: Unique student count.

College: Students with at least one enrollment record with the apportionment flag during fall 2015 at De Anza College.

Table 9

Student Headcount by Residency Status: SARS and College Student Population, De Anza College, Fall 2015

Residency Status	SARS		College	
	Headcount	Percent	Headcount	Percent
In-State	5,279	76%	19,942	88%
Out-of-State	209	3%	512	2%
Foreign/International	1,260	18%	2,262	10%
Not Reported	185	3%	0	0%
	6,933	100%	22,716	100%

Notes

SARS data from September 1 to December 1, De Anza College.

Only include students who received SSSP services at any SARS location.

Student Headcount: Unique student count.

College: Students with at least one enrollment record with the apportionment flag during fall 2015 at De Anza College.

Table 10

Student Headcount by Race/Ethnic Group: SARS and College Student Population, De Anza College, Fall 2015

Race/Ethnic Group	SARS		College	
	Headcount	Percent	Headcount	Percent
American Indian/Alaskan Native	133	2%	461	2%
Asian	3,618	52%	10,872	48%
Black or African American	385	6%	1,118	5%
Hispanic	1,779	26%	6,016	26%
Pacific Islander	72	1%	290	1%
White or Caucasian	1,617	23%	6,752	30%
Not Reported	0	0%	1	0%
Total	6,933	100%	22,716	100%

Notes

SARS data from September 1 to December 1, De Anza College.

Only include students who received SSSP services at any SARS location.

Student Headcount: Unique student count.

College: Students with at least one enrollment record with the apportionment flag during fall 2015 at De Anza College.

Headcount figures are not mutually exclusive for students may report more than one race or ethnic group.

Table 11

Asian Student Headcount by Residency Status: SARS and College Student Population, De Anza College, Fall 2015

Residency Status	SARS		College	
	Headcount	Percent	Headcount	Percent
In-State	2,368	65%	8,678	80%
Out-of-State	109	3%	284	3%
Foreign/International	1,053	29%	1,910	18%
Not Reported	88	2%	0	0%
Total	3,618	100%	10,872	100%

Notes

SARS data from September 1 to December 1, De Anza College.

Only include Asian students who received SSSP services at any SARS location.

Student Headcount: Unique student count.

College: Students with at least one enrollment record with the apportionment flag during fall 2015 at De Anza College.

Table 12

Student Age 24 or less, Headcount by Race/Ethnic Group: SARS and College Student Population, De Anza College, Fall 2015

Race/Ethnic Group	SARS		College	
	Headcount	Percent	Headcount	Percent
American Indian/Alaskan Native	97	2%	313	2%
Asian	2,978	56%	8,303	52%
Black or African American	276	5%	743	5%
Hispanic	1,463	28%	4,706	29%
Pacific Islander	51	1%	209	1%
White or Caucasian	1,122	21%	4,201	26%
Total	5,318	100%	15,996	100%

Notes

SARS data from September 1 to December 1, De Anza College.

Only include students who received SSSP services at any SARS location.

Student Headcount: Unique student count.

College: Students with at least one enrollment record with the apportionment flag during fall 2015 at De Anza College.

Figures are not mutually exclusive for students may report more than one race or ethnic group.