# Student Development

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<td>(Goal II)... Provide comprehensive student support services that facilitate student success.</td>
<td>A. Develop &amp; maintain a knowledgeable staff.</td>
<td>Achieve a 70% positive response rate to a point of use survey question regarding knowledgeable staff. Achieve a 70% positive response rate on the ACT Student Opinion Survey. <em>(Section IV, Q: 10)</em> Achieve a 70% positive response rate on the CCSEQ. <em>(College Environment Section, Q:4)</em></td>
<td>Results pending data gathering efforts throughout the 2003-2004 academic year.</td>
<td>The Spring 2002 ACT polled a sample of 539 students from the general population. 65.7% of the students were satisfied or very satisfied with the value of the information provided by their advisor. The national norm among similar sized colleges is 66%. The Spring 2003 CCSEQ polled a sample of 505 students from the general population. 70.3% of the students believed that most or all college counselors, advisors, and department secretaries they have had contact with would be described as helpful, considerate, and knowledgeable.</td>
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B. Utilize appropriate technologies to provide more accessible & efficient services. 

Achieve a 70% positive response rate on the On-Line Student Services Custom Survey.

The On-line Student Services Custom Survey polled a total of 374 students during Spring 2003. Of those students surveyed, 80.2% have used the PC website; 74.9% of the users had little to no difficulty locating the information they wanted.

70% of the users surveyed were between the ages of 16-25 yrs. old. 85% of this age group had used the PC website and 66.8% of these users had little to no difficulty locating the information they wanted.

3.7% of the users surveyed were 46 years and older. 57.1% of this group has used the PC website with 54.1% having little to no difficulty locating the information they wanted.
C. Ensure operating processes that are effective, easy-to-understand, timely, equitable & respectful.

Achieve a 70% positive response rate to a point of use survey questions regarding the provision of services that are effective, easy-to-understand, timely, equitable, and respectful.

Achieve a 70% positive response rate on the ACT Student Opinion Survey. (Section IV, Q: 9, 38)

Results pending data gathering efforts throughout the 2003-2004 academic year.

The Spring 2002 ACT polled a sample of 539 students from the general population. Of those students surveyed, 65.8% were satisfied or very satisfied with the availability of their advisors. The national norm among similar sized colleges is 66.4%.

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The Spring 2002 ACT polled a sample of 539 students from the general population. Of those students surveyed, 60.3% were satisfied or very satisfied with the attitude of the college non-teaching staff toward students. The national norm among similar sized colleges is 63.0%.

D. Provide accurate & secure records & reporting processes.
E. Provide accessible quality crisis intervention services

Achieve a 70% positive response rate to a point of use survey question regarding the accessibility of quality crisis intervention counseling.

Achieve a 70% positive response rate on the ACT Student Opinion Survey. (Section III, Q: 2)

Results pending data gathering efforts throughout the 2003-2004 academic year.

The Spring 2002 ACT polled a sample of 539 students from the general population. Of those students surveyed, 18.6% have used the personal counseling services (for personal concerns and problems). The national norm among similar sized colleges is 12.3%.

69.0% of the students were satisfied or very satisfied with this service. The national norm among similar sized colleges is 73.5%.
F. Provide quality career services.

Achieve a 70% positive response rate to a point of use survey question regarding quality career services.

Achieve a 70% positive response rate on the ACT Student Opinion Survey.
*(Section III, Q: 3)*

Of the students who avail themselves of using these services, achieve a 70% positive response rate on the CCSEQ.
*(Estimate of Gains Section, Q: 2,3)*

Results pending data gathering efforts throughout the 2003-2004 academic year.

The Spring 2002 ACT polled a sample of 539 students from the general population. Of those students surveyed, 31.2% have used the vocational guidance/career planning services. The national norm among similar sized colleges is 19.8%.

70.9% of the students were *satisfied* or *very satisfied* with the services. The national norm among similar sized colleges is 74.7%.

The Spring 2003 CCSEQ polled a sample of 505 students from the general population. 34.5% reported that they made *quite a bit* or *very much* progress or gain in obtaining information about career opportunities whereas 46.5% reported that they made *some* progress or gain in obtaining the information.

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47.2% of the students made *quite a bit* or *very much* progress or gain in developing clearer career goals whereas 35.9% reported that they made *some* progress or gain in developing their goals.

G. Provide accessible quality support services for special student populations.

Achieve a 70% positive response rate to a point of use survey question regarding the accessibility and quality of services for students with disabilities.

Results pending data gathering efforts throughout the 2003-2004 academic year.
H. Facilitate outreach services to the diverse communities of the North Olympic Peninsula.

Achieve 100 contacts among potential and current Native American and Latino students.

During the 2003-03 academic year, Peninsula College’s diversity outreach efforts achieved 306 contacts among potential and current Native American and Latino students.

These contacts were made via:
- Advising (34 )
- Parent meetings (61)
- Native American Nations Club (12)
- Students of Color Conference (12)
- ELLA Latina Conference (2)
- Community presentations (80)
- High school students (45)
- West end/Tribal groups (60)

I. Provide current, accurate advising services.

Achieve a 70% positive response rate to a point of use survey question regarding current and accurate advising services.

Achieve a 70% positive response rate on the ACT Student Opinion Survey. (Section III, Q: 1,15)

Results pending data gathering efforts throughout the 2003-2004 academic year.

The Spring 2002 ACT polled a sample of 539 students from the general population. Of those students surveyed, 80% have used Peninsula College’s academic advising/course planning services. The national norm among similar sized colleges is 58.4%.

69.0% of the students were satisfied or very satisfied with Peninsula College’s academic advising/course planning services. The national norm among similar sized colleges is 73.5%.

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The Spring 2002 ACT polled a sample of 539 students from the general population. Of those students surveyed, 41.2% have used Peninsula College’s orientation program. The national norm among similar sized colleges is 39.9%.
70.8% of the students were satisfied or very satisfied with the program. The national norm among similar sized colleges is 72.2%.

J. Provide accurate testing & placement services.

Achieve a 70% prediction of success rate based on end of quarter grade and placement on the ASSET/Compass tests.

Success of course placement based on Compass/Asset scores during Fall 2002

- English 90: Of the 67 students who placed into English 90, 88% earned at least a 2.0 g.p.a., a “P” or an “S.”

- English 111: Of the 291 students who placed into English 111, 84% earned at least a 2.0 g.p.a. or a “P.”

- Math 60: Of the 141 students who placed into Math 60, 87% earned at least a 2.0 g.p.a. or a “P.”

- Math 72: Of the 19 students who placed into Math 72, 79% earned at least a 2.0 g.p.a. or a “P.”

- Math 99: Of the 13 students who placed into Math 99, 100% earned at least a 2.0 g.p.a. or a “P.”

- Math 114: Of the 24 students who placed into Math 114, 96% earned at least a 2.0 g.p.a. or a “P.”