

# SSI Annual Report

Response ID:53 Data

## 1. Page One

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**Dept./Program/Project Name:**

UGS Student Mentoring Program

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**University Division:**

Academic Affairs

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**Person Responsible for Overseeing SSI Project/Activities:**

Name : Barbara Herrera

Title : Student Mentoring Program Coordinator

Email Address : bherrera@csusb.edu

Extension : 77765

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**Person Preparing Report (if different than above):**

Name : Sara

Title : DeMoss

Email Address : sara.demoss@csusb.edu

Extension : 73764

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## 2.

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**Total SSI amount allocated this year:**

\$60,771.00

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**Total SSI amount expended thus far:**

\$40,182.61

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**Number of unique students served (July 1 - Winter Quarter):**

481

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## 3. (untitled)

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**SSI Program/Project Overview: In 750 words or less, describe the overarching purpose, goals and outcomes of your SSI-funded project(s), program(s), etc.**

Program Overview:

The student mentoring Program (SMP), a program housed within Coyote PLUS Programs (Peer Led Undergraduate Success), provides peer-to-peer academic success services to support first time freshmen and incoming transfer students transition to CSUSB. Student mentors serve as role models and advocates during the first year at CSUSB by connecting protégés to campus resources, academic advisors, clubs and organizations, and more. We serve a large underrepresented minority (80%) and Pell grant recipient (70%) population. The primary goals of the SMP is to foster the success of undergraduate students through peer to peer support programs that promote academic excellence, campus connectedness and engagement, and the personal growth and development of participating students. While our supplemental instruction and tutoring programs promote cognitive development, SMP focuses on the psychosocial development and sense of belonging during the first year of college. As CSUSB prepares for the quarter to semester transition, the role of the student mentors increases in importance, especially for protégés who will start on the quarter (Q2S) system and graduate on the semester

system. As advocates, mentors are situated to share important Q2S transition information and talk through concerns related to the double transition; college transition and Q2S transition. Mentors work with students on time management planning, major exploration, goal setting, campus engagement, school/life balance, ways to engage with campus resources and services, and more.

In addition to the SMP – first year experience program, we are launching a second year experience program. The SMP-SYE will provide mentoring services to second year students. The goal of the program is to work with students to confirm current majors, declare a major, or explore majors so that by the beginning of the term mentees are confident with the major they have selected. Mentors will work closely with students to prepare them for third and fourth years. For example, mentors will work with mentees, the career center, and academic departments to gain an understanding of their major's internship/practicum requirements, identify potential internships, and become familiar with the application process. Students who are interested in study abroad will work with mentees and the study abroad office to gain familiarity of the program options, application process, and planning strategies. Students are also introduced to clubs and organizations, based on individual interest. So while the FYE programming focuses on the transition from postsecondary or community college to secondary four year institution, SYE aligns student experiences with career and professional goals so that by the third year students are engaging in their academic and professional development.

Students who participate in SMP-FYE, are retained at higher rates compared to non-participants. Retention rates from second to third year decrease at a significant rate. The goal of the SMP-SYE program is to close the retention gap between second and third year.

In addition to supporting the psychosocial needs of our student mentees, the SMP program employee's student assistants as mentors. This year we employed [INSERT NUMBER OF MENTORS] for the SMP-FYE program. Professional development of our student assistants is extensive and ongoing. This year we incorporated one leadership development and one educational experience that was open to student mentors first and then protégés. Professional and leadership development opportunities enrich the overall college experience.

#### Program Goals:

The primary goal of our SMP-FYE is college transition and student success. While, the primary goal of the SMP-SYE is commitment to major and experiential planning to promote career readiness and employability. The collective goals of the SMP are as follows:

- Support GI 2025 by supporting college navigation, transition, and sense of belonging
- Support student needs during Q2S Transition
- Providing accessible mentoring services
- Provide opportunities for professional and leadership identity development by serving as student mentors

#### Outcomes:

- Increased retention second year retention rates
- Increased number of visits per student
- Professional development, increased confidence and professionalism, and the acquisition of transferable skills

## 4. (untitled)

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**Alignment to ILOs: To which of the following Institutional Learning Outcomes (ILOs) do you feel as though your SSI-funded project aligns? (Check all that apply.)** Details regarding the ILOs can be found on [Office of Academic Programs website](#).

Breadth of Knowledge

Depth of Knowledge

Critical Literacies

Ways of Reasoning and Inquiry

Creativity and Innovation

Integrative Learning

Engagement in the Campus, Local, and Global Communities

## 5. (untitled)

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**SSI-Funded Activities: Please list and describe the activities undertaken through winter quarter with your SSI allocation. This section should address only those activities occurring this fiscal year.**

Fall 2018 & Winter 2019

- 3354 mentoring sessions
- 453 unique mentoring sessions
- 36 student mentors

Program Activities:

- Training and professional development
  - o Two day SMP training
  - o CSUSB Paraprofessional Training
- Library Ambassador Training
  - o SMP collaborated with library faculty to plan and pilot a library ambassador program for USTD 100 courses fall 2018 and continued the program winter 2019
- Time management and goal setting coaching
- Cross campus collaboration; event presentations and tabling
- Mentoring sessions:
  - o Relationship building activities
  - o Engaged in habits of successful student discussion with protégés during mentoring sessions
  - o Helped protégé engage in self-reflection (includes identifying personal strengths and weaknesses
  - o Time management
  - o Goal Setting
  - o Campus resources
  - o Test preparation
  - o High school versus college coaching
  - o Engaged in relationship building with protégés
  - o Blackboard orientation and assistance
  - o Registration preparation
- School life balance activity coordination and implementation for protégés
- Mentor meetings
  - o Planning and attendance
  - o Collaborate with campus departments, organizations, and constituents to develop content for meetings
- Plan and deliver workshops
  - o Theme based for students
  - o Recruitment for students interested in becoming mentors
- Recruitment, interviewing, and student mentor hiring
  - o Participate in candidate interviews
  - o Participate in candidate selection
- CFS planning
  - o Beginning summer 2018, Mentors participate in CFS (funded by CFS)
  - o Winter 2019, student mentors worked on planning the summer curriculum for CFS

## 6. (untitled)

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**Progress Towards Outcomes/Cumulative Findings: Describe the progress you have made toward your original SSI goals and outcomes through winter quarter. Indicate clearly how student success was enhanced by your program or service/s. Be sure to include the measures you employed and evidence/data you collected for each outcome where appropriate.**

## Utilization

Outcome Findings Fall 2018 – Winter 2019 Fall 2017 – Winter 2018

Unique Visits 481 558

Total Visits 5383 4669

Student Mentor Unique Visits 453 519

Student Mentor Total Visits 3354 2398

Computer Lab or Study Space Unique Visits 239 294

Computer Lab or Study Space Total Visits 1867 2176

Other Unique Visits 91 44

Other Total Visits 164 96

Retention Rates (SMP Participants v. Non-Participants)

Retrieved from Institutional Research

<https://dashboard.csusb.edu/idashboards/html5/?guestuser=idashguest&dashID=300>

## Survey Data

At the conclusion of the 2017/2018 academic year program participants received a satisfaction/experience survey. Participant responses are in line with program goals and reveal the following:

- Acquisition of time management skills
- Acquisition of goal setting skills
- Increased confidence
- Increased comfort visiting professors during office hours
- College navigation tools and skills
- Student development
- Increased student engagement

## 7. (untitled)

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**Recommendations for Continual Improvement/Action Plan: Based on the analysis of your assessment results, what actionable steps can be taken to make improvements? How can you improve students' achievement of the SLO or your office's performance in terms of operations? What is your expected timeline?**

We know that participation in the SMP improves retention rates and the number of participants has decreased since 2016. The decline in participation could be a result of the addition and growth of professional advisors. While peer advising exists on campus, the role of a peer advisor and peer/student mentor differ. As a result, we can improve upon our recruitment and outreach plan with the goal of increasing our cohort size for 2019/2020.

Additional areas for improvement are as follows:

- Providing opportunities professional development and team building opportunities, on and off campus for student mentors and protégés
- Professional development opportunities for the SMP staff
- Improve social media presence to sustain and increase student engagement with SMP

**Resources for Continual Improvement/Action Plan: What additional resources, if any, are needed to bring the above continual improvements to fruition?**

As the SMP is part of Coyote PLUS Programs department, an additional support staff would help to provide the coordinators with some time to review current programming, make changes, and focus more on professional development opportunities.

## 8. (untitled)

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**Challenges:** If applicable, please list any significant challenges encountered that have affected your ability to fully implement your intended activities or to reach your articulated outcomes. Please also indicate if you need assistance in addressing these challenges.

Staffing has been a challenge for the program. Currently there is only one SMP program coordinator for FYE. The coordinator oversees 30-40 student mentors on a daily basis. This limits the coordinator's ability to engage focus on protégé retention and professional development opportunities for mentors. To address this, we hired a temporary staff member to support the SMP programming and students.

## 9. Budget Summary with Alignment to Outcomes and Activities

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**Budget Summary:** Please account for all expenditures of SSI funds for this project using the SSI Annual Report Budget Summary Template. (The template can be found at <http://ssi.csusb.edu/assessment>.) Upload your completed summary here.

[Copy\\_of\\_SSI\\_Annual\\_Report\\_Budget\\_Summary\\_Template\\_Tutoring\\_C1230.xlsx](#)

## 10. (untitled)

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**Check-in/Usage Report:** Please upload any check-in or usage data you have for students who have engaged with your project/program since July 1 through the end of winter quarter. Uploads should be in Excel and include, at minimum, students' CoyoteIDs; password-protected SPSS files may be submitted via email to [Institutional\\_Research@csusb.edu](mailto:Institutional_Research@csusb.edu). Additional information such as date(s) of visit(s)/interaction(s) and students' names would also be helpful. (The Office of Institutional Research is working to establish an overall assessment of SSI; to do this, we need your help in collecting and sharing students' engagement with and usage of SSI-funded projects and programs.)

## 11. Thank You!

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### New Send Email

Apr 15, 2019 19:41:05 Success: Email Sent to: [bherrera@csusb.edu](mailto:bherrera@csusb.edu), [sara.demoss@csusb.edu](mailto:sara.demoss@csusb.edu)



# Student Success Initiative Annual Report

## Budget Summary with Alignment to Outcomes and Activities

completed summary using the following format: SSI\_Budget\_Year\_Unit/Dept Name. You will be asked to upload this completed form as part of the online subr

Project Name:  2018.2019

University Division:  "Other" Project Name:

Name and Title of Person Responsible for SSI/VTI Project:

Expenditure Description	Outcome(s) Supported	Supporte d Activities	EO 1060 Category (All VTI projects should be coded Expanded Technologies.)	Amount
Student salaries				\$ 1,480.25
Bridge student salaies				\$2,918.00
benefit Student				\$ 41.48
<b>GRAND TOTAL</b>				<b>\$4,439.73</b>