TRIO Student Support Services Showcase

Why we chose to showcase TRIO Student Support Services:

The TRIO Student Support Services showcase was chosen because the program collected data on intention and action through different assessment methods and then used this data to inform how program services needed to be redirected to increase the academic success of program participants.

Assessment Plan:

TRIO Student Support Services has seven student learning outcomes. These student learning outcomes are measured through interviews, document analysis and survey data. For this showcase they measured "participants will be aware of and actively engaged in existing university sponsored academic support programs".

Evidence of Student Learning:

The TRIO Student Support Services program has 140 active participants. Of the active participants 68 (49%) receive tutorial support through the SSS Program. Participants who took advantage of tutorial support responded to a survey about the quality and benefit of the service. 59 (85%) reported "the overall tutor program to be Excellent or Exceeded Expectations", 54 (80%) students stated "utilizing individual tutors is one of the best benefits of the Student Support Services." At the beginning of the academic year, participants ranked "attending Instructor Office Hours" as one of the keys to academic success, however, they reported "Rarely" attending instructor office hours.

Use of Student Learning:

The staff determined that the disconnect between seeing a high value in attending instructor office hours but "rarely" taking advantage of them as well as the number of students who are taking advantage of tutoring support are two areas that need further attention. The staff decided to focus on increasing the study hall and drop in tutorial support and the hours they are offered. More face time with program participants will allow program staff to intervene earlier for students who demonstrate a disconnect between intent and action.