

Assessment: Annual Report



Operational (Student Services) - Disabilities Support and Related Services

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The Disability Services Office, Student Retention Program, and Related Resources mission is to ensure equal access to all educational programs at Great Basin College and to retain an optimal student body population through retention activities and services.

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
<p>Respond to Early Alert System notifications of students determined to be at risk - Respond to Early Alert System notifications of students determined to be at risk and provide resources and services that will increase their likelihood of completing their educational goals.</p> <p>Outcome Status: Active</p> <p>Assessment Year: 2015-2016</p> <p>Start Date: 07/01/2015</p>	<p>Internal Tracking - The percent of Early Alert notifications that were assigned to retention staff within 2 working days from the time the alert was first received.</p> <p>Criterion: At least 90% of the Early Alerts will be assigned to retention staff within 2 working days from the date submitted.</p>	<p>Reporting Period: 2015-2016</p> <p>Criterion Met: Yes</p> <p>Yes the criterion was met. (10/26/2016)</p>	
	<p>Internal Tracking - The percent of Early Alert notifications that were contacted and provided resources and services that could increase retention and completion rates. The Early Alert notifications were tracked and each contact made in response to the alert was reviewed to see if either an in-person, phone, or email contact was made and if resources and services were provided in this contact.</p> <p>Criterion: At least 90% of the Early Alert notifications received should have been contacted and provided information about resources and</p>	<p>Reporting Period: 2015-2016</p> <p>Criterion Met: Yes</p> <p>Yes the criterion was met (10/26/2016)</p>	

Outcomes	Assessment Measures	Results	Actions
	<p>services that could increase retention or completion rates.</p> <p>Internal Tracking - The percent of Early Alert notifications that were responded to within 5 working days of when the Early Alert was first Received.</p> <p>Criterion: At least 90% of the Early Alert notifications received will be responded to within 5 working days from the day the alert was submitted by faculty.</p>	<p>Reporting Period: 2015-2016</p> <p>Criterion Met: No</p> <p>The criterion was not met for the fall 2016 and spring 2016 term. The criterion was met for the summer 2016 term. (10/26/2016)</p>	<p>Action: The reasons for not meeting the criterion were explored. The most obvious reason is a lack of staff available to respond to the alerts within the five day limit. At the time this assessment was formulated, the Early Alert program was overseen by a full-time position, Retention Coordinator. Later this position was eliminated, due to budget constraints, and has not been re-established. Currently the Early Alert notifications are assigned by the Director of Disability Support and Related Resources and most alerts are contacted by the person in this position. In reviewing the results of the Early Alert tracking, it can be seen that the % of alerts which were contacted within 5 working days increased in the spring term and the criterion was met in the summer term. The conflicting job duties of the Director of Disability Support are more numerous in the fall term. Additionally the Director took some steps to shorten the response time to alerts after the fall 15 term, which included changing work priorities and streamlining work processes. To reduce the response time for future semesters, the Director of Disability Support and Related Resources will work with the Academic Advising and Career</p>

<i>Outcomes</i>	<i>Assessment Measures</i>	<i>Results</i>	<i>Actions</i>
-----------------	----------------------------	----------------	----------------

Center to increase the number of staff members available to respond to Early Alerts.
(10/26/2016)