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# **Student on Academic Action Program**

## **2001-2002**

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***COLLIN COUNTY COMMUNITY COLLEGE***  
***SERVICE ASSESSMENT INSTRUMENT***

***2001-2002***  
***Students on Academic Action Program***

**2001-2002 SERVICE ASSESSMENT INSTRUMENT  
COLLIN COUNTY COMMUNITY COLLEGE**

Service Unit Assessed:      Students on Academic Action Program

Date:                                2001-2002

Task Force membership:      Terrence Brennan, Rebecca Crowell, Todd Fields, and Jeannie Walls

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# Executive Summary

The Students On Academic Action Program (SOAAP) fulfills its mission of providing academic support services to facilitate the academic success of CCCCD students. Inherent in its mission is the overarching statements of the college mission: CCCCD is a student and community-centered institution, committed to developing skills, strengthening character, and challenging the intellect. While the goals and objectives of SOAAP are consistent with CCCCD mission statement, core values, and purpose statement, it's unwritten goal is to provide preventive, proactive academic advising to all students in an effort to decrease the SOAAP population.

Based on their academic action category, (Academic Warning, Academic Probation, Academic Suspension, Suspended-Conditional Enrollment or Academic Dismissal,) students are first notified by mail and a registration "hold" is placed on their records. Students are required to meet with the assistant director of Academic Advising, the director of Academic Advising, or a full-time Advisor before the "hold" can be removed.

The SOAAP services all CCCCD students. The facilitator of the program, with the assistance of the director of Advising and full-time advisors, strive to meet the goals and objectives of SOAAP daily. Together, all provide early intervention, intrusive advising, a system of support services, i.e. tutoring, study hall, study skills classes and orientation to students who participate in SOAAP. The intended outcome is that students who participate in SOAAP will gain the benefit of raising their GPAs to 2.0 and above and leave the program more focused in their pursuit of a degree at CCCCD and other institutions of higher education.

In a survey which included student participants in SOAAP, few students reported that they had benefitted from participating in SOAAP. Of course, only 16% of survey participants (N=79) had participated or were currently participating in SOAAP. Focus groups have been planned to gather additional student input. It is recommended that comprehensive survey should be distributed to groups on a regular basis in order to provide adequate service.

Staffing for the SOAAP consists of the assistant director of advising, full-time advisors (for assistance,) and the director of advising. The facilitator of the program created an Advising Guide for SOAAP to be used by advisors who assist in the program. There is not a separate cost center or budget for this program. Thus, clerical support comes from the division secretary. While the total number of students participating in SOAAP is over 1500, over 1,000 of those are in the "warning" category. This category of SOAAP students have no registration restriction (excluding developmental courses if needed,) and are not required to meet with an advisor, though strongly encouraged. Thus, the inadequate staffing issue based on NACADA recommended student to advisor ratio of 400:1 would be appreciable if the total SOAAP population had to report to the facilitator of the program; especially during peak registration times.

The SOAAP provides a needed service for all students at CCCCD. It emphasizes the same academic standards as other two-year institutions in the state, i.e., Austin Community College, Dallas County Community College, Northlake and Richland, Grayson County Community College, and Tarrant County College, South Campus.

Strengths of the SOAAP are found in its:

- consistency of mission, goals, and objectives with CCCC'D's mission goals, objectives and core values.
- categories for academically at-risk students.
- intrusive academic advising procedures.

Finally, despite the limited staff for SOAAP, numbers of students are reached and provided intervention resources to assist them in raising their GPAs and progressing toward their education goals.

## STRENGTHS AND WEAKNESSES

{Additions or changes may be necessary after the external review process}

1. Describe the strengths of this service or administrative unit.

- The mission, goals, and objectives of the SOAAP are consistent with CCCCD's mission, goals, objectives, and core values.
- SOAAP utilizes a gradient academic standing scale system, which categorizes academically at risk students (*academic warning, academic probation, continued enrollment on probation, academic suspension, suspended-conditional enrollment, and academic dismissal.*)
- With an eye towards retention, SOAAP policies are consistent with intrusive academic advising doctrine.

2. Describe and document the weaknesses of this service or administrative unit.

- SOAAP currently is administrated by the Academic Advising Office and, thus, does not have an independent budget. This configuration limits SOAAP's ability to effectively and efficiently serve CCCCD's academically at-risk student population. Increasing academic advising's operating budget to accommodate SOAAP's needs would alleviate this problem.
- The National Academic Advising Association (NACADA) recommends a ratio of one academic advisor to 400 advisees. CCCCD's SOAAP currently has a ratio of one advisor to 1,575 academically at-risk advisees. By way of comparison, the Cypress Campus of Austin Community College utilizes three academic advisors for a total student population of 2800. That is a ratio of one advisor to 933 advisees. Likewise, Dallas County Community District's North Lake campus staffs five full-time academic advisors to advise a student population of 8,500. DCCCD's configuration yields a ratio of about one advisor to 1700 advisees. While this ratio appears staggering, DCCCD also incorporates faculty advisors to augment their academic advising office. Grayson County Community College uses four full-time academic counselors to advise a student population of 3600. This is a ratio of one academic counselor to 900 advisees. Finally, Tarrant County College's South Campus employs seven full-time academic counselors to advise a student population of 2000. This ratio breaks down to one academic counselor per 286 advisees. In sum, CCCCD's advisor/ advisee ratio for SOAAP is not consistent with that of area community college districts.

Note: All ratios are based on the full student body except CCCCD which is based on only SOAAP students.

- In addition to the advisor advisee ratios, SOAAP advising occurs only at CCCCD's Spring Creek Campus. This policy forces CCCCD academic action students from the Central Park Campus, Preston Ridge Campus, Allen High School, and Rockwall High School Center to meet with the SOAAP facilitator at the Spring Creek Campus which tends to be inconvenient for this outlying population. Ultimately, having more SOAAP advisors at outlying campuses would facilitate more comprehensive, intrusive, and student-friendly advising.

- CCCCD's "Student Information System (SIS) software was changed around 1997. This change had a major impact on the academic action students. They are now either "warning or unsatisfactory academic progress." According to CCCCD's current academic standards, there should be six categories:

1. Warning
2. Academic Probation
3. Continued Probation
4. Suspension
5. Suspension – Conditional Admit
6. Dismissal

The SIS does not note any academic action levels or categories on the CCCCD transcript at this time...with the current SIS software; students who should be placed on probation are still in the warning status and could have several semesters with unsatisfactory progress but are technically not on academic probation. Unfortunately, this lack of computer software support within SIS has severely weakened the administration of SOAAP policies and procedures." (Taken from Revision of the Academic Standards Policies and SOAAP memorandum, Appendix A)

## SUGGESTIONS/RECOMMENDATIONS

After evaluating the Students on Academic Action Program service/administrative unit, the Evaluation Task Force offers the following suggestions/recommendations: (Note: the recommendations **must be related** to the weaknesses described above)

Note: Recommendations MUST be addressed with appropriate action and progress towards addressing recommendations will be reported three months and nine months after the entire evaluation process is completed. Suggestions may or may not need to be followed by action. The appropriate Vice President will make this determination.

**Action Item One:** Increase the current academic advising operating budget and allocate additional monies towards SOAAP. SOAAP ensures academic excellence at CCCCD, which is an institutional core value, thus SOAAP should be institutionally funded.

**Action Item Two:** Cross training current CCCCD advisors to administer SOAAP policies and hire one additional fulltime advisor to assist the SOAAP facilitator in covering outlying campuses, maintaining the academic action database, and supervising SOAAP study halls.

**Action Item Three:** CCCCD's Student Information System needs to be modified to accommodate the district's current academic progress policies as stated in the 2001-2002 course catalog. This means that a student's academic status would be denoted on SIS screens 136 (student transcript page) and 148 (student hold page) as:

1. Academic Warning
2. Academic Probation
3. Continued Probation
4. Suspension
5. Suspension – Conditional Admit
6. Dismissal



**Service Evaluation  
Action Plan**

**{To be completed after external review and before open meeting}**

The Action Plan addresses each recommendation and suggestion listed in the previous section. Include a detailed plan of action, time line (must conform to evaluation follow-up reporting timeline), and person(s) responsible for each recommendation and comment on each suggestion. Implementation of recommendations is required while implementation of suggestions is optional.

**Service/Admin. Unit Assessed:      Students on Academic Action Program**

**Year Assessed:                              2001-2002**

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**Recommendation 1:**

**Plan:    Increase Academic Advising's operating budget.**

**Time line:**

<u><b>DATE</b></u>	<u><b>ACTION TO BE TAKEN</b></u>	<u><b>PERSON RESPONSIBLE</b></u>
Budget hearings 2003	Petition additional funding for this program	Director of Academic Advising Assistant Director of Academic Advising (SOAAP facilitator)

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**Recommendation 2:**

**Plan:    Hire one additional SOAAP adviser and cross train current CCCCD advisers to administer SOAAP policies.**

**Timeline:**

<u><b>DATE</b></u>	<u><b>ACTION TO BE TAKEN</b></u>	<u><b>PERSON RESPONSIBLE</b></u>
Budget hearing 2003	Increased funding will allow for additional staff and training	Assistant Director of Academic Advising- (SOAAP facilitator)

**and**

**Director of Academic**



**Recommendation 3:**

**Plan:** CCCC'D's Student Information System needs to be modified to accommodate the district's academic progress policies as stated in the current credit course catalog.

**Timeline:**

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
Fall 2002	Denote on SIS screens 136 (Student transcript page) and 148 (Student hold page) Academic Warning Academic Probation Continued Probation Suspension Suspension – Conditional Admit Dismissal	Computer services and Assistant Director of Academic Advising - (SOAAP Facilitator)

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**Suggestion 1:**

**Comment:** Change the name of the program to something less nebulus.

**A.C.H.I.E.V.E**  
Academic  
SucCess  
ThrougH  
ProactIve  
Early  
InterVention  
SErvices

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**Suggestion 2:**

**Comment:** Change wording from intrusive advising to proactive advising in all SOAAP doctrine.

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**Suggestion 3:**

**Comment: SOAAP should coprogram with career services and counseling services to provide holistic student success solutions.**

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## **2002-2003 Service Evaluation Chief Administrator Comments**

VIII. Please return to Julie Miles at SCC by August 30, 2003

***Service Area Evaluated: Students on Academic Action Program***

***Year Evaluated: 2002-2003***

***Please review the completed program evaluation and comment on the findings. In your comments please indicate whether you agree or disagree with the task force recommendations.***

### ***Comments:***

I.I would like to like to express my deepest appreciation to the task force membership for the excellent job done on this very necessary evaluation. It is evident that much thought and hard work went into the finished product.

While I agree with findings of the overall evaluation, I would like to provide some explanation, elaboration, and discussion for a couple of areas that were mentioned in the task force's recommendations.

First of all, all academic advisors are able to work with the majority of SOAAP participants. The exception is the suspended student, transfer or CCCC student, who must see the facilitator of the program. So, the number of students actually seen by the facilitator has decreased. When necessary, the facilitator travels to other campuses to work with students. The task force recommendation of hiring one additional full time advisor to assist the SOAAP facilitator was well-intentioned based on their collection of data, however, it is believed that part time assistance would suffice for this program. Additional clerical support would be appropriate, as well.

Secondly, it is agreed that additional budget dollars are needed to support the activities of the SOAAP. This is an issue that has been identified and followed by a small increase in the overall operating budget for the advising department. The VP-Student Development continues to address this issue.

Again, I agreed with the findings and the recommendations with the aforementioned discussion.

It is my intention to follow-up on the recommendations and to encourage the use of a comprehensive survey on a regular basis to gather input to continue to identify strengths and weaknesses in our program in order to promote student success.

## **PROGRAM ASSESSMENT Six-Month Progress Report**

**Program Assessed: Students on Academic Action Program (SOAAP)**

**Year Assessed: 2002-2003**

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**Recommendation 1: Increase Academic Advising's operating budget.**

Action taken: No Action Taken

Comment: Due to state mandated budget cuts any increase is "on hold".

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**Recommendation 2: Hire one additional SOAAP advisor and cross train current CCCCD advisors to administer SOAAP policies.**

Action taken: No action has been taken to hire an additional SOAAP advisor. However, all advisors have been cross-trained to administer SOAAP policies.

Comment:

- All full time advisors now advise probation students.
  - Two additional full time advisors assist the facilitator with academic suspension students.
  - Study hall on Monday and Thursday nights, with tutors, has been opened to probation and suspension students.
  - An advising guide for SOAAP students has been distributed to all ARO offices and all academic advisors.
- 

**Recommendation 3: CCCCD's Student Information System needs to be modified to accommodate the district's academic progress policies as stated in the current credit course catalog.**

Action taken: The SIS software was changed to clearly delineate the appropriate academic progress category on each student's transcript screen (136) and holds screen (148).

Comment:

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**Suggestion 1: Change the name of the program to something less nebulous.**

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Comment: Proposal has been submitted from APAC (Academic Progress Appeals Committee) to change the name of the SOAAP program to a more positive acronym.

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**Suggestion 2: Change wording from intrusive advising to proactive advising in all SOAAP doctrine.**

Comment: Wording has been changed for all SOAAP advising guides.

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**Suggestion 3: SOAAP should coprogram with career services and counseling services to provide holistic student success solutions.**

Comment: An Early Alert Program --- Pam Love, Mike Smith and Audrey Newsome are working on a plan for an Early Alert System. This program would facilitate the identification of students, prior to the beginning of college level classes, who may have academic difficulty and allow for early intervention to provide the services needed to address the identified academic weakness.

**Additional changes that have been implemented to bring the SOAAP program into compliance with our written policies and procedures:**

- All probation and suspension students and freshmen student-athletes are required to take a study skills class.
- Ten sections of study skills classes were added to the Fall 2002 semester. All sections were filled.
- All probation letters were hand delivered to the study skills classes so that each student could sign for them. At that time a presentation was made that explains the SOAAP program and indicates where to go for additional support services available at CCCCD. Professors from two web classes received the same information and posted the letters to their websites for their students.
- All suspension students from CCCCD and other colleges must submit a one page, typed statement that clearly addresses the circumstances that led to their academic difficulty and in detail, describe what specific steps they will take to improve their academic situation.
- The Academic Appeals/Progress Committee was revised and met on January 10, 2003. Appeals were heard for 10 students and recommendations for changes to the SOAAP program were discussed and later submitted as proposals to the Vice President of Student Development.
- A phone message has been added to give out SOAAP information.
- Progress reports can now be submitted at any campus.

- A component of the advising tracking system has been added that will allow for record keeping of the SOAAP program.

**Proposals:**

- Web access to the SOAAP program forms will be implemented next Fall 2003.
- Proposal has been submitted from APAC to change the minimum hours for probation to 12 hours instead of 18.



## Vice President Status Report

-To Be Filled out by the appropriate Vice President

Program Evaluated: S.O.A.P.P (Academic Advising Department)

Year Evaluated: 2002-2003

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**Status Assigned:** (Please check the appropriate status)

Exemplary: ☐

The program is identified as exemplary in its student outcomes and uses processes and methods that should be adopted by other CCCC CD programs.

Continue: ☒

The program is assigned to next regularly scheduled evaluation period. The Vice President determines whether follow-up on suggestions is necessary.

Continue with Recommendations and suggestions: ☐

The program must address important recommendations and must submit a follow-up report to the appropriate person or body designated by the appropriate Vice President.

Probation: ☐

The program must address serious deficiencies that must be corrected; programs must submit a follow-up report to appropriate Vice President. The program may be required to submit to an annual evaluation by the Vice President.

Sunset: ☐

The program has serious deficiencies that cannot be corrected. The program will be closed by a date specified by the Vice President.

Re-evaluate: ☐

The VP determined that the evaluation report does not adequately document the performance of the program. A new task force will be formed to re-evaluate the program.

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Comments: The SOAPP program has continued to improve by automating the program and also allowing other academic advisors to provide support to the program. I look forward to research conducted on students from this program that participate in the "Study Skills" course and how they compare to other SOAPP students not enrolled in Study Skills.

Signature Mary McRae Date 10/15/02

Please forward to the President with a copy of the final evaluation. Also, return a copy of this form to the COE who will forward to task force chairs, deans, and program coordinators.