

# Non- APR Self-Study Template

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**Unit:** Student Success Coaching Unit

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## **1 STUDENT DEVELOPMENT AND ENROLLMENT MANAGEMENT MISSION STATEMENT**

The Division of Student Development and Enrollment Management (SDEM) provides quality services and programs to all students from the time they first apply to Hostos to the point of graduation. Our goals are: to support students' academic achievement and persistence for career development; to enhance students' intellectual, aesthetic, and social growth; to facilitate critical thinking skills; and to promote civic responsibility.

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## **2 STUDENT SUCCESS COACHING UNIT OVERVIEW**

The Student Success Coaching Unit (SSCU) is an academic engagement and early intervention program for students at Hostos Community College. The SSCU emphasizes intellectual achievement and life-long learning through Coaching and designing programs that increase academic engagement. All entering first time freshmen who are not participating in a specialized program (CD or ASAP) are assigned to a Student Success Coach who will guide them throughout their time at Hostos Community College. Student Success Coaches have assigned caseloads of about 250 students based upon their entering semester. Currently, each "cohort" has a team of about 4 Student Success Coaches starting with fall 2012. Student Success Coaches work with their students regarding orientation of campus community, goal setting, choice of major, designing an academic plan, tracking academic progress, referral of academic support services and performing degree audits to prepare them for graduation. Student Success Coaches will make referrals to the pre-college programs like CUNY Start and CLIP based upon a student's test scores and academic preparation.

### **2.1 Mission**

The Student Success Coaching Unit is a comprehensive learning environment that is committed to the academic achievement, personal and professional development of students at Hostos Community College. The SSCU department orients and engages their students to the Hostos campus community<sup>i</sup> while tracking their academic progress. Student Success Coaches build strong relationships with their students and track their students from the beginning of their careers until

the degree completion. Through collaborative work with their students, Coaches serve as a consistent resource for their students and will provide referrals for them as needed. Eventually, students will be empowered to serve as their own advocates and will be better oriented and more academically prepared as a result of their collaborative work with their Coach.

## 2.2 Services

Provide comprehensive Coaching that encompasses advisement of academics, personal development and financial literacy. Overall the SSCU aims towards increasing both the Fall to Fall graduation rate and the semester to semester retention rate for freshmen students assigned to the unit. These efforts are accomplished by the following initiatives:

- Connect students with resources and academic department through referral and follow-up. During the Fall 13/ Spring 14 semester SSCU referred (*Date range: 11/13 – 3/14*);
  - 31.8% of its students to Financial Aid
  - 25.2% to the HALC center
  - 8.6% to Single Stop.

*(For a more comprehensive listing of all the departments we collaborate with and refer students to please refer to section 5.)*
- Track student challenges and apply appropriate intervention methods through programming and scholarship/ grants. Challenges from Fall 2012-Spring 2013;
  - **Remediation: 56.7%** of total students who did not have continued enrollment routinely fail one or more placement exams.
  - **Communication: 47%** do not have working phone numbers
  - **Academic Performance: 36%** of students are on or at risk of probation (27%, 9% respectively).
- Guide student towards degree completion by performing degree audits, designing academic plans and shaping critical academic decisions based on pathways curriculum and transfer. *For a comprehensive listing of students majors/academic plan please refer to appendix, article 3.*
- Provide intervention methods of multiple repeaters like educate online and registering students for reading, writing and math workshops. The Student Success Coaching Unit also collaborated with the Math department regarding the Spencer project which allowed some students who placed into Math 20 to register for Math 120.
- Counsel students regarding best use of financial aid and reserving funds for Winter and Summer courses to advance time to degree completion.
- Student Success Coaches are certified financial counselors (effective March 2014) and counsel students regarding financial literacy and planning to ensure students have adequate funds for college and course materials.

- Enhance awareness of both academic and student development resources available at the college through summer bridge programs, referral and academic orientation programs for allied health majors.
- Assist students who have completed pre-college programs (GED, CLIP, CUNY START), transitioning them from pre to college courses.

### 2.3 Goals and Objectives

Goals	Activities
<p><b>For the fall 2013 semester, 90% or more of first semester freshman target (1400) will be cleared for admissions enrollment prior to first day of fall 2013 registration.</b></p>	<p>The Coaches have received thorough training from both testing and admissions regarding enrollment trends. As the freshmen applications system is completely online the University Application Processing Center in CUNY Central office will process these applications and freshmen will be divided up into phases based upon their application date. <i>(Please refer to appendix, article 2)</i></p>
<p><b>For the spring 2014 semester, 90% or more of first semester freshmen target (1200) will be cleared for “admission” enrollment prior to the first day of spring 2014 registration</b></p>	<p>Currently the front desk staff works closely with testing to secure the information of viable freshmen for advisement. As of Spring 14 SSCU in collaboration with the Testing office, Admissions and OAA has transformed the enrollment seminar for new incoming students to include test preparation workshops and specific intervention that allows new students to be cleared for registration after their test date.</p>
<p><b>Increase Fall to Fall One Year Retention Rate for general freshmen group by 2%.</b></p>	<p>Currently, SSCU facilitated one readmission and title iv appeal workshops for students within the unit who were interested in readmitting to the college. They had an attendance of six students.</p>
<p><b>The number of freshmen students participating in pre-college programming (summer/winter bridge) will increase by 2% from last year.</b></p>	<p>Summer Bridge 2012 had a total attendance of 76 students and Summer Bride 2013 had a total attendance of 138 students. Currently coordinating Summer Bridge 2014 sessions.</p>
<p><b>SSCU will work with their respective cohorts with a focus on student remediation and collaborate with OAA</b></p>	<p>Starfish program will be used as a form of communication and remediation between coaches, faculty and students. The pilot program was launched Spring 2014 (results pending).</p>
<p><b>SSCU will provide seamless freshmen enrollment funnel/pathway for at least 10% of students in CUNYSTART and CLIP.</b></p>	<p>The SSCU has a designated Student Success Coach who is assigned to work with the CLIP/CUNY Start cohorts and does active recruitment during the time that students are completing the pre-college program. The assigned Coach will work closely with the students to introduce different academic program/ majors, advise them towards academic curriculum and orient them to Hostos community college.</p> <p>Fall 2013 semester:            CUNY START: registered 43/168= 25.5%            CLIP: registered 95/143= 66.4%</p> <p>Spring 2014 semester:            CUNY START: registered 103 /166= 62%            CLIP: registered 72/146= 49.3%</p> <p>The students are registered by the Student Success Coach Liaison who then transitions to the new cohort and will continue to work with these students permanently until they graduate. The Student Success Coach Liaison facilitates an enrollment seminar with the CLIP and CUNY Start</p>

	students, which covers the financial aid application process and the ATB compliance information.
<b>Provide enrollment pathway for Continuing Education GED students</b>	Currently, Frances Plata (designated GED Coach) is working with 8 GED students who have confirmed their interest in enrolling to Hostos for Fall 14. During times of registration the Coach will work collaborative with the Coordinator of those programs to successfully register students interested in Hostos.
<b>Provide Professional Development Sessions for all coaches at least once a month.</b>	The SSCU coaches receive weekly enrichment training from the various student support areas regarding policies and business practices. The Coaches also receive professional development surrounding the curriculum for each academic discipline. (Please see appendix, article 3).
<b>Begin communication on student progress using Hobson's Retain</b>	Hobsons Retain is used to communicate with the student on graduation, transfer, financial aid, and registration information. Emails to 371 students of Sasha's Cohort and on track to graduate have been sent using Hobsons Retain. 10% of the students have viewed and/or responded to the email with calls or appointments.

### 3 OUTCOME ASSESSMENT

- **Expected annual outcomes:**

- Increase student retention rate from semester to semester.
- Increase student retention rate from Fall to Fall.
- Increase graduation rate.
- Increase registration of CLIP, CUNY Start and GED students.
- Increase student awareness and use of the student support services.
- Students demonstrate an awareness of college resources through use of the student support services.
- Students will identify their academic and professional goals and will identify a plan for achieving them.
- Demonstrate responsibility for his/her educational progress and decision making
- Successfully navigate Financial Aid, registration, and advising processes.

- **How is it assessed:**

The outcomes are assessed through pmp enrollment reports and registration reports that are provided by the Coaches respective to their caseload. The Starfish alert tracking tool will allow us to track the use of support services and student referrals.

- The pmp report tracks enrollment retention from semester to semester (*see appendix, article 5*). Starfish also has a retention tool which will track student retention once it is completely launched for all students.
- The pmp report will help the Coaches to track the Fall to Fall retention for their students (*see appendix, article 5*).
- As the Retention and Graduation specialist, Sasha preforms degree audits for all students who a few credits away from graduation and will work to enroll the student and guide them towards course completion. She also tracks the graduation rate. *Refer to appendix, article 10.*

- Through the registration report that is provided weekly during the registration period, the enrollment rates of these three pre-college programs are tracked.
  - The Starfish system will track referrals and appointments scheduled and kept for the various support services areas in the college.
  - Through declaration of major and degree audit plan for completing needed course work.
- **How results are used to improve student services:**
    - As a new program we base our trends off of weekly reports that are submitted and program appropriately.
    - The SDEM student satisfaction survey revealed that students are pleased with the services that they receive from the Coaching unit (*see appendix, article 9*).
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## 4 CHANGES/IMPROVEMENTS

Upon its initial opening in Fall 2012 the staff operated in the absence of a direct supervisor and a full-time office assistant staff. Since then, a Director was hired in late Spring 2013 and a full-time office assistant was in place late Fall 13. The heavy volume of students has been a definite challenge for the front desk having only having one full-time office assistant. We are working on having an additional office assistant that can be in place to focus on data management for all the reporting that is done by the Coaches. Currently the office operates with a combined copy, printer, scanner and fax machine. The staff has not been trained on how to use all components and while the copy and printing aspects work well the scanner and fax options do not seem to work well. The physical space can be a challenge during peak times and registration as we do not have a physical space in the front area to accommodate the volume that we receive.

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## 5 EXTERNAL PARTNERSHIPS AND COLLABORATIONS

The Student Success Coaching unit has several collaborative external and internal partnerships that generate higher levels of productivity and service for the student's success at the college.

### 5.1 External

The Student Success Coaching Unit will partner with Phipps financial consultants and Citi bank effective Jan 2014 regarding the Summer Enrichment and Ascend Fund Grants. Students from the



Coaching unit will be selected by their Success Coaches based on the eligibility criteria for the program.

- The President's office and the office of Institutional Advancement secured a grant for the Student Success Coaching Unit which will fund one summer course for 52 students in the unit. This summer success initiative requires the Student Success Coaches to coach students regarding utilizing their financial aid award money to fund summer courses. In turn the college will pay for an additional summer course and students will receive financial counseling from an outside organization – Phipps financial consultants whom they must attend a minimum of three sessions. Students are also required to complete financial literacy workshops.
- The President's office secured the Ascend fund which will allow 25 students who are single parents to take a summer course and have their child enrolled in a summer camp. Both the course and the camp will be funded for students who are approved for this program.

## 5.2 Internal

The Student Success Coaching Unit partners with all the departments and support services areas in the college as you can see below.

<b>Department</b>	<b>Collaboration</b>
Allied Health & Sciences	Success Coach Jose Ramos worked closely with Dr. O'Reilly & the faculty of the Allied Health department to provide a pre-nursing orientation for students interested in any of the three Nursing majors but had not yet been accepted into the clinicals. During this orientation, students were given an overview of the expectations & requirements for applying to the clinicals as well as their time in the clinicals. SSCU will continue to provide these orientation seminar as each semester and will also do so for Dental Hygiene and Rad Tech.
Language & Cognition (ESL)	The Coaching Unit works with Language & Cognition to ensure that the placement of classes for English & English as a Second Language (ESL) is correct for incoming & retested students. After reviewing the reading & writing assessment exams, Language & Cognition will determine the level placement for student. This will allow the Coaches to know what class placement each student will need. SSCU partners with the ESL intensive program to recruit students who would be benefit from the program.
GED	The potential students obtaining their GED through Continuing Education are given a liaison Frances Plata at the Coaching Unit. This Coach is used as a reference contact to assist with the transition into college.
CUNY Start	CUNY Start is pre-college program for potential students who have yet learned the fundamentals of reading, writing, and math. Upon completion of CUNY Start, students are assigned to a Success Coach who they begin working with during pre-registration. The assigned Coach will work with the staff of CUNY Start to organize a "Registration Day" specific for these students. Success Coaches Jose Ramos (Sp'13), Frances Plata (F'13), & Aura Paulino (Sp'14) have been this assigned Coach for their respective cohorts.

CLIP	The CUNY Language Immersion Program (CLIP) is a pre-college program intended for potential students who are not yet ready for the level of English needed for college courses. As students graduate from CLIP, they are assigned a Success Coach who they begin working with during pre-registration to ensure the transition into college is a smooth one. The assigned Coach will work with the CLIP staff to organize a "Registration Day" for these students. Success Coaches Jose Ramos (Sp'13), Frances Plata (F'13), & Aura Paulino (Sp'14) have been this assigned Coach for their respective cohorts.
College Discovery	College Discovery is a beneficial program for students, a lot like SSCU. This program has its own specific criteria for students working with their advisors, but any student accepted into College Discovery will not receive a Success Coach. Director of SSCU Angela Rios works with Maria Greico (Director of CD) to ensure no overlap occurs.
ASAP	The Accelerated Study in Associate Programs (ASAP) Is a beneficial program for students, a lot like SSCU. This program has its own specific criteria for students working with their advisors, but any student accepted into ASAP will not receive a Success Coach. Director of SSCU Angela Rios works with Laura McGowan (Director of ASAP) to ensure no overlap occurs. SSCU will refer students as appropriate.
Academic Advising	Academic Advising works mostly with returning transfer students & students outside of all cohorts at the Coaching Unit. They will assist with class advisement & registration. When the students come to the Coaching Unit, they will be given a referral from the Intake staff.
Academic Achievement	Academic Achievement works solely with Entering Transfer students. They do credit evaluations & advisement for these students. Any Entering Transfer student who comes into the Coaching Unit is given a referral by the Intake staff to Academic Achievement for assistance.
HALC	The Hostos Academic Learning Center (HALC) is one of more commonly referred to departments by SSCU at Hostos. Coaches will often refer students who maybe struggling with a course or just want further assistance with understanding the material to HALC to work with a tutor.
Transfer Services	More commonly with our older cohorts, Transfer Services is used by the Coaches as a referral for students who are approaching the completion of their time here at Hostos &/or want to transfer out to further pursue their education at another college.
Career Services	Most students working the Coaches have a good understanding of what career field they are interested in pursuing. For those students who are unsure about their future careers would be referred to Career Services to take a Career Assessment test & then meet with their staff to figure out what options may be best for the student.
Bursar	Student Success Coaches receive enrichment from the Bursar's office regarding the academic billing calendar and ways students can pay for their college.
Registrar	SSCU works collaboratively with the Registrar's office to ensure that students understand how to register themselves on cuny first. They also work collaboratively with them regarding readmission, graduation audits and application and freshmen registration week.
Admissions	SSCU, Admissions, and the Testing Center work together to facilitate the admit, placement testing, and advising/registration processes for incoming Freshmen at Hostos.
Testing	SSCU, Admissions, and the Testing Center work together to facilitate the admit, placement testing, and advising/registration processes for incoming Freshmen at Hostos.
Single Stop	Single Stop is a vital resource for Coaches whose students are in need of many types of assistance. From financial assistance to personal & professional help, Single Stop offers many services to help all students referred by the Coaches.

Counseling	Students are referred to Counseling when more personal situation may need to be addressed. Issues of stress, time management, depression, & abuse some common themes for why a student is referred to Counseling. We also refer students for their test anxiety workshops.
Health Services	In reference to the work done at the Coaching Unit, the Health Services office is a step for students during pre-advisement. All incoming students are required to submit both a copy of their Immunization records & the MMR Acknowledgement form to the Health Services office before being eligible for class advisement. Any student who has not handed in either document, will be flagged on CUNY 1st & referred by the Intake staff to Health Services to hand in the documents.
Information Technology	Information technology (IT) will assist students with technical supports. Mostly helping the few students who are having trouble claiming their CUNY 1st accounts during registration. Also, IT has been working Success Coach Carmen Sosa to provide workshops for students to be able to correctly gain their Hostos credentials.
Library	The Hostos Library is used as a resource for students who need a place to work on homework, do research, & even just a quiet place to read a book between classes. It also serves as a resource for students who cannot afford to buy textbooks, as they can make copies of needed materials from borrowed textbooks.
Academic Affairs	Refer students if students would like to dispute a grade or file a complaint regarding a professor. Currently working in conjunction with OAA, TESTING & Admissions to include pre-testing as part of the enrollment seminars.
Office of Institutional Advancement (OIA)	OIA provides scholarship funding for many students at Hostos. Currently, OIA work with Citibank to provide funding for the Summer Success Enrichment Program. This program will benefit students by financially supporting the payment for a summer which will expedite the student's time here at Hostos.
Accessibility & Resource Center (ARC)	Students are referred when seeking any accommodations.
Veteran's Affairs	Veteran student will be referred to this area for assistance with aid award and further advisement.
COPE	We refer students who are on public assistance to this area and partner with them regarding advisement of students
Student Activities	We refer our students to clubs and organizations on campus as well as support and advertise for programs.
Athletics	During the Fall 2013 semester, the Entering Freshmen who were also athletes were assigned to Success Coach Nathan Parsell to assist with their college experience & ensure that their success went beyond their respective sport.
Mathematics	The Mathematics department has worked closely with the Coaching Unit on two separate programs for our students. First was the Math 15 Pilot, in this pilot a bridge was created between Math 10 & Math 20 to will expedite the time spent taking remedial Math without sacrificing the education of the students. A Success Coach was assigned to monitor the progress of this program. Success Coaches Jeanette Rooney (Sp'13) & Nathan Parsell (F'13) were the assigned Coaches for their respective cohorts. The second program was the Spencer Pilot which combined accelerated Math courses with workshops to figure better options for students in need of Math remediation. This pilot was overseen by Kaitlin Moore, who was working with the Mathematics department.
Student Life	We refer students here for academic appeals and if they are having behavioral concerns.

## 6 CUSTOMER ANALYSIS

The Unit serves both Hostos and its students. The total number of students on the SSCU caseload is 9,238 effective from start of the unit in Fall 2012. The 9,238 students are further broken down into the individual caseloads assigned to Coaches based upon enrolled semester. SSCU work with First-Time, first semester Full-time, Part-time, Fall and Spring semester students who are not participating with College Discovery or ASAP programs. Students assigned to particular Coach who will remain their Coach during the time they are enrolled until they graduate. One Coach is designated as the Graduation and Retention Specialist (Sasha) and her caseload consists of students from Fall 2007 –Fall 2011 (Only in Sasha’s caseload students who enrolled in the Spring or who were enrolled part-time are not included). *For more comprehensive demographic profile of SSCU students including age ranges, gender and enrollment status please view the SSCU breakdown chart in article 10.6*

Independent of the SDEM survey we have not issued a satisfaction survey (see appendix, article 10.9) to our students. However, we do plan to implement a process for retrieving information from students regarding their satisfaction of the ranges of services our office provides. Please note that we do not work with the following student cohorts: CD, ASAP and Transfer students.

## 7 PERSONNEL, FACILITIES, AND RESOURCES

Currently there are 16 Student Success Coaches who work in the unit, 11 of whom are females and 5 of which are males. All staff completed Baccalaureate degrees and 7 have completed their Master’s degree (*Organizational chart enclosed in the appendix 1*).

### 7.1 Responsibilities

Title	Staff	Responsibilities
Director	Angela Rios	Oversee the entire department. Hire, manage, and train all SSCU Coaches. Create and define vision for the department as well as strategic initiatives.
Graduation and Retention Tracking	Sasha Ortiz	Cohort: Fall 2007- Fall 2011 Total caseload is 6034, of which 592 are enrolled from the Spring 14 semester and 1005 have graduated from 2007-2011 cohorts.

Specialist		Her work includes completing degree audits and meeting with students regarding degree completion and readmission into the college. Provide intervention for students who are multiple repeaters and those who have limited courses needed to graduate. Sasha also tracks graduation trends as well as retention trends.
Front Desk Staff	Isabel Díaz Nicholas Acosta Taylor Hinds	All front Desk staff proceed over the front desk triage, student follow-up, scheduling. As the only full-time office assistant Taylor assists me with data management.

Cohort	Caseloads and Responsibilities
Spring 2014 Coaches	<ul style="list-style-type: none"> <li>○ <u>Aura Paulino</u> – In the Fall 13 semester she worked with students who completed the CLIP and CUNY Start programs. She has now transitioned to the Spring 14 cohort and has a total caseload of 222 students.</li> <li>○ <u>Jasmine Caccavelli</u> – Total Caseload of 217</li> <li>○ <u>Krystal Gonzalez</u> – Total Caseload of 219</li> </ul>
Fall 2013 Coaches	<ul style="list-style-type: none"> <li>○ <u>Frances Plata</u> – Total caseload of 220. She served as the Spring 2013 CLIP and CUNY Start programs Coach. Most of her current caseload are students from this program. Frances is also the Liaison for GED students she works closely with Continuing ED to recruit, orient and register students from this program to Hostos.</li> <li>○ <u>Nathan Parsell</u> – Total caseload number of 220. He worked closely with the Math 15 initiative as attended two section of these course instructed by two different professors. Most of the students in both of these sections were part of Nathan’s cohort.</li> <li>○ <u>Ruth Jones</u> – Has current caseload of 220</li> <li>○ <u>Sherryan Francis</u> – Has current caseload of 213</li> <li>○ <u>Nelson Castro</u> – Has current caseload of 220</li> </ul>
Spring 2013 Coaches	<ul style="list-style-type: none"> <li>○ <u>Jose Ramos</u> – Total caseload of 248 students. He was the assigned Coach for CLIP, CUNY Start and GED students for the Spring 2013 semester. A majority of his caseload are students from this cohort. Jose also partners with the allied health departments to coordinate orientation programs for students interested in applying for those majors.</li> <li>○ <u>Jeanette</u>- Total caseload of 218 students. She worked with the Math 15 pilot program during its first semester Spring 2013 all of the students from two sections of this course were part of her cohort.</li> <li>○ <u>Carmen Sosa</u>- Total caseload number of 235 is the liaison for the New Student Technology program and has worked closely with IT to facilitate the program as well as register students for this program.</li> </ul>
Fall 2012 Coaches	<ul style="list-style-type: none"> <li>○ <u>Derek Ivery</u> – Total caseload of 174 students. He has pioneered the readmission and tit IV program initiative. He has been in charge of coordinating programs to assist students with both of these processes.</li> <li>○ <u>Alba Lynch</u> – Total caseload of 198 students. She has worked closely with the ESL department and advocated for diagnostic exam for these students during summer registration.</li> <li>○ <u>Safiya Solomon</u>- Total caseload of 191 students. She has strong ties with the athletic department and used to serve as an athletic coach at Hostos. She works closely with this</li> </ul>

- department regarding student support and on campus athletic events.
- Eon Dukes – Just replaced Luz Pagan and has a total cohort of 157 students.

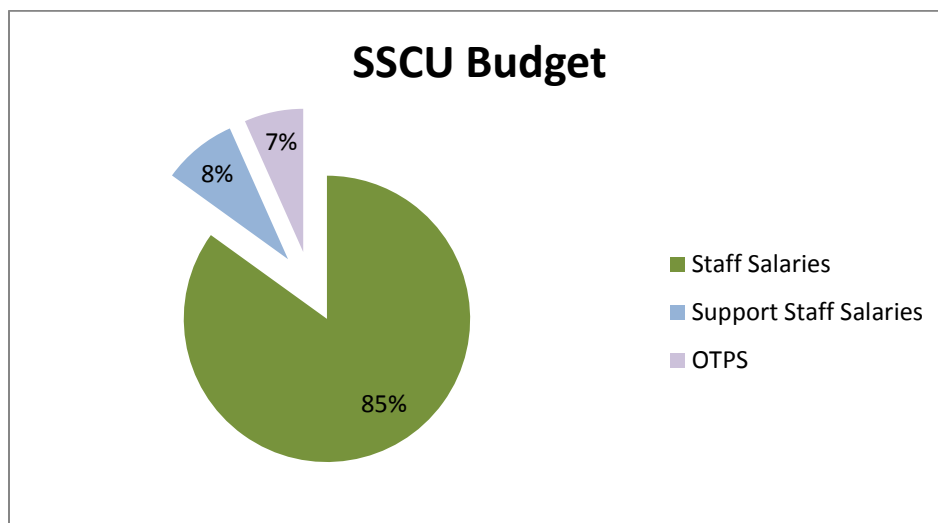
**7.2 Workflow**

The pace of work flow always varies. Most days we have high peak volume of student appointments and student traffic. The coaches have to divide their time between reporting, student appointments, meetings and trainings. (See appendix, article 8 the weekly attendance report which will give you a sense of the workflow and activity in the office).

**7.3 Resources**

The Student Success Coaching Unit was an initiative established by the Hostos President in Fall 2012 to meet the various support-services needs of the students. Most of SSCU’s budget pays for staff salaries, thus far, 16 coaches have been hired, a director, and three CUNY assistants. Below please find the budget breakdown.

Line Items	Budget
Staff Salaries <i>(includes FB)</i>	\$ 827,606.00
Support Staff <i>(includes FB)</i>	\$ 81,714.00
OTPS	\$ 65,000.00
<b>Total</b>	<b>\$ 974,320.00</b>



#### 7.4 Training

Most trainings are done in house. In house training allows us to ensure that all communications amongst our staff is congruent. Training for new coaches is provided by Ms. Rio, new coaches shadow current coaches to become informed of the types of appointments a coach will have with their students. Front desk training is done by Nicholas, Isabel, & Taylor. Some out of office trainings are done by IT to help with CUNY 1<sup>st</sup> navigation. Other training from academic departments provide specific details to curriculums for each major (*See appendix, article 4 for listing*).

#### 7.5 Facilities (info pending)

Currently, the facilities are divided into different sections by cohort and color. The Green color is where the Fall 2012 coaches and the Graduation and Retention Specialist are located, Spring 2013 coaches are located in the outer blue section, Fall 13 coaches are in the inner black and the Spring 14 cohort is in the orange section.

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## 8 SWOT

**Strengths**- SSCU is committed to empowering the student to become more self-sufficient. SSCU's tracking of reporting student trends. SSCU is a resource area for students and college community and it's an advocacy of student challenges.

**Weaknesses**- The student success coaching unit receives a high volume of student traffic as students are often referred to our unit from faculty and administrators. Since not all students have an assigned Coach, when students arrive to the unit they are triaged by the front desk staff which includes review of students' academic history via CUNY first system. The front desk staff will then refer the student to the appropriate area if they are not assigned a Coach. Thus, SSCU needs more staffing, specifically an

additional office assistant whose primary role is front desk coverage. Success Coaches do a lot of reporting and tracking as part of their role in keeping up with student trends in their caseload. Currently, we do not have someone whose primary role is to assist the Coaches with these reports and merge all data reports into one executive summary. Thus, SSCU needs a data assistant whose primary will is data tracking and reporting.

During peak time, SSCU does not have adequate space in the waiting area. Students occupy the hallway during registration periods, blocking other offices.

**Opportunities**- All forms pertaining to registration and advisement are available online for students on our website. Professional development for SSCU staff can be found in the appendix.

**Threats**- Late notices of dates & events from other departments can make it difficult to ensure students are completing task in a timely manner. Communication from other departments are not always timely and impact the effectiveness we have with orientation, registration and advisement. This also impacts our ability to plan ahead and work more collaboratively with other departments to meet the needs of students. As a new unit we have been building our staff to accommodate each incoming student cohort and this is a threat to us, as often times the staffing isn't completed until after the semester has begun which means that the current staff have to register and advise their caseloads in addition to the new incoming staff.

### **8.1 Higher Trends**

- The student success coaching model is becoming more widely implemented in both community colleges and 4-year-colleges as part of the student advisement model. The success coaching model allows for a more focused and comprehensive approach to advising students and engaging students to the campus community. Some institutions who have employed the success coaching model includes: Bunker Hill Community College, Kent State University, Northern Illinois University, Rollins College and University of New Haven.
- College readiness of students who are enrolling are varied in English language fluency, academic preparation, personal commitments (children, employment etc.) and financial



obligations which can impact the range of orientation needs for first-time/ first semester students. *Refer to appendix, article 10.10*

- Students who are not academically prepared for college level work has also lead to an increasing number of stop outs and lower numbers of graduated students. *Refer to appendix, article 10.6 & 10.10*

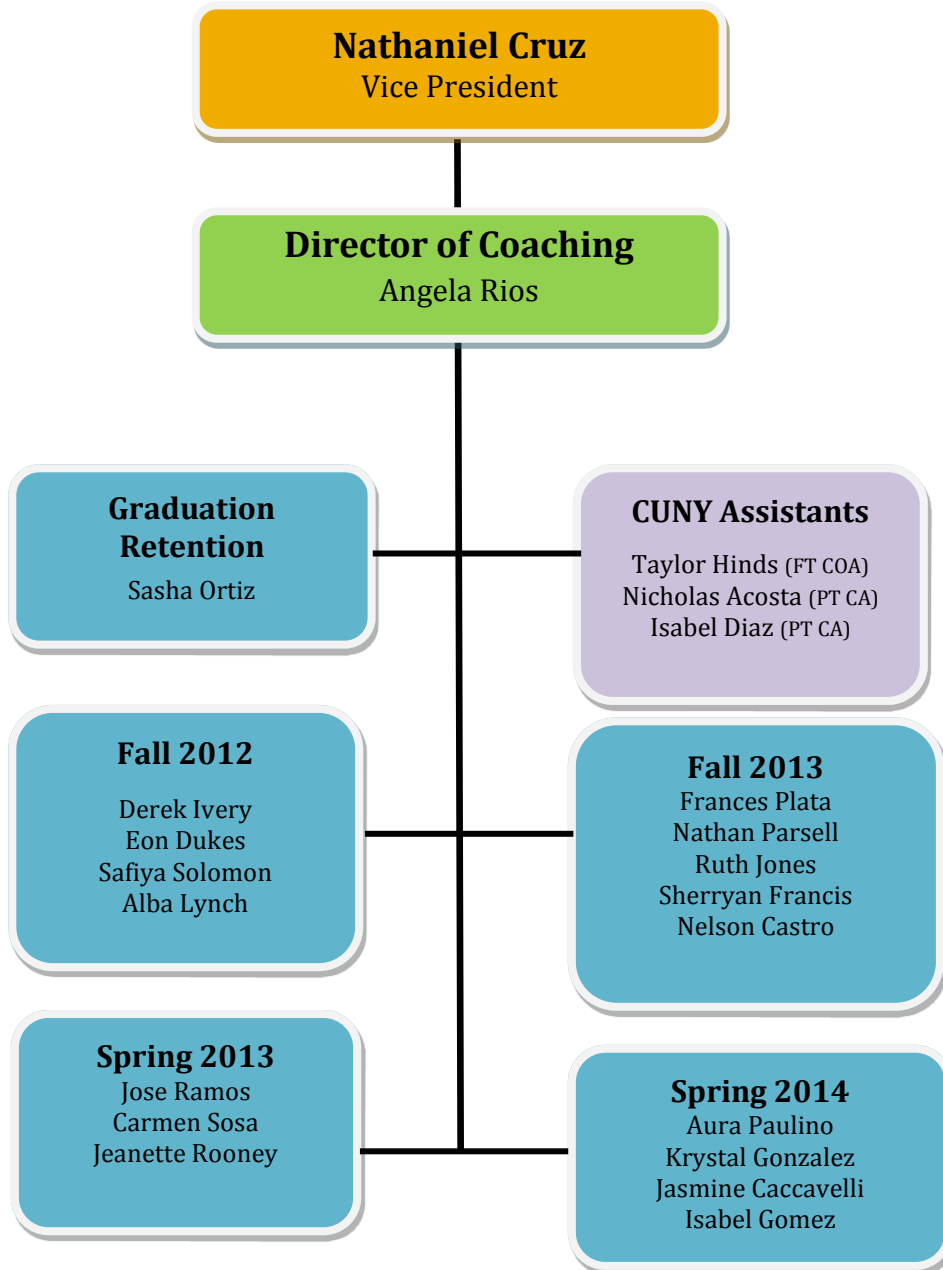
## 9 RECOMMENDATIONS

- As a new unit the staff hiring is in continuous progression. Operating in the absence of an Assistant Director, Full-time data assistant and additional office assistant has been a challenge. It has caused longer hours and greater work demands on current staff.
- More comprehensive training from academic departments regarding curriculum and advisement.
- Better communication among staff members and more information exchange between cohorts.
- Implementation of a comprehensive, systematized training for all Coaches. Part of this will include an outline and timeline script for all Coaches to utilize in their work with students.
- Partner with HALC and the Writing Center to provide academic workshops for students regarding study skills.
- Expand summer bridge orientation to include an orientation that is focused on triple remedial students and language learners. This will include collaboration with CLIP and CUNY Start pre-college programs.
- Professional development opportunities for Director of Student Success Coaching Unit to attend other colleges who have a thriving Student Success Coaching Model and meet with their team, observing their practices.
- Continue to work closely with Admissions and Testing departments to have a smooth, collaborative enrollment process.



10 APPENDICES

10.1 Organizational Chart



## 10.2 University Application Processing Center (UAPC) Breakdown

### *Fall 2014 Allocation Phase Schedule*

#### Freshman

<u>Phase</u>	<u>Run Date at UAPC</u>	<u>Ship Date to Colleges</u>
1	01/21/14	01/28/14
2	02/18/14	02/25/14
3	03/18/14	03/25/14
4	04/03/14	04/10/14
5	04/24/14	05/01/14
6	05/22/14	05/29/14
7	06/19/14	06/26/14

#### Transfer

<u>Phase</u>	<u>Run Date at UAPC</u>	<u>Ship Date to Colleges</u>
1	02/13/14	02/20/14
2	03/13/14	03/20/14
3	04/10/14	04/17/14
4	05/01/14	05/08/14
5	05/22/14	05/29/14
6	06/05/14	06/12/14
7	06/19/14	06/26/14

## 10.3 Academic Plan

SSCU Cohort Academic Plan Breakdown					
	F12	S13	F13	S14	Overall
ACCT-AAS	15	15	30	17	77
ACCT-AS	2	4	7	4	17
ACCTFOR-AS	2		2		2
AGING-AAS	5	8	74	5	20
BUSMGT-AS	47	40	5	39	200
CHEENGR-AS				3	8
CIVENGR-AS	8	7	8	9	32
COMHLTH-AS	13	7	11	7	38
CRIMJUS-AA	82	79	116	83	360
DD-AAS	17	12	34	17	80
DENHYG-AAS	44	23	47	29	143
DM-AAS	8	15	14	7	44
ECE-AAS	55	65	59	33	212
ELEENGR-AS	8	9	14	7	38
FORSCI-AS	5	6	5	3	19
GAME-AAS	9	14	43	21	87

LIBARTS-AA	222	178	284	162	846
LIBSCI-AS	18	28	36	21	103
LPN-CERT	15	19	22	16	72
MATH-AS	2		5	3	10
MECENGR-AS	4	4	15	12	35
NONDG-UG	1	3	14	24	42
NURS-AAS	79	91	152	96	418
OA-CERT				1	1
OFFTEC-AAS	7	9	15	10	41
PERMIT-UG				13	13
PLEGAL-AAS	4	3	5	2	14
POLICE-AS	1	2	2	3	8
PUBADM-AAS	3	3	9	3	18
XRAY-AAS	44	43	62	50	199
MISSING DATA		4	1		5
<b>Grand Total</b>	<b>720</b>	<b>691</b>	<b>1091</b>	<b>700</b>	<b>3202</b>

SSCU Academic Plan Breakdown- <u>Graduation Retention</u>								
	F11	F10	F09	F08	F07	F06	F05	Overall
ACCT-AAS	12	9	3	1	2	1		28
ACCT-AS	7		2			1		10
AGING-AAS	7	3	2	3		1	2	18
BUSMGT-AS	27	26	7	4	2	2	1	69
CHEENGR-AS	2	1						3
CIVENGR-AS	3	2						5
COMHLTH-AS	6	1	1	1		1		10
CRIMJUS-AA	44	26	9		1			80
DD-AAS	12	7	4	2	1	2		28
DENHYG-AAS	16	7	5	2	1		2	33
DM-AAS	4	3						7
ECE-AAS	40	19	21	11	2	4	2	99
ELEENGR-AS	1	3	2					6
FORSCI-AS	2	1						3
GAME-AAS	3	1	1					5
HLTH-CERT				1				1
LIBARTS-AA	121	60	50	14	23	8	7	283
LIBSCI-AS	7	2	2		2	2		15
LPN-CERT	4	2			1	1		8
MATH-AS	1	1	1					3
MECENGR-AS	3							3

<b>NONDG-UG</b>		1				1		2
<b>NURS-AAS</b>	21	8	7	8	3	2		49
<b>OFFTEC-AAS</b>	8	2	2		2			14
<b>PERMIT-UG</b>			1					1
<b>PLEGAL-AAS</b>	1		2		1			4
<b>PUBADM-AAS</b>	3	1	4		2			10
<b>XRAY-AAS</b>	13	7	3	3	1	3		30
<b>Grand Total</b>	<b>368</b>	<b>193</b>	<b>129</b>	<b>50</b>	<b>44</b>	<b>29</b>	<b>14</b>	<b>827</b>

## 10.4 Professional Development

2013-2014 Student Success Coaching Unit Professional Development Information Services		
<u>Date</u>	<u>PDI</u>	<u>Facilitator</u>
<b>Sept. 2013</b>	PMP Report	Angela Rios
	CUNY Pathways	Dean Christine Mangino
	Human Resources	Shirley Shevach
<b>Oct. 2013</b>	Campus Tech & Reward Points	VP Varun Seghal
	Admissions Seminar	Roland Velez & Steven San Inocencio
	Career Services, Focus2 info	Lisanette Rosario
	Rad. Tech. & Allied Health	Prof. Charles Drago
<b>Nov. 2013</b>	Staff Retreat	Off Campus Consultant
	Business Dpt.	Dr. Hector Lopez & Dean Christine Mangino
	Financial Aid & FAFSA	Olga Murphy
	HALC & Tutoring Support	Slyvia Reyes
	CUNY 1st Training, F'13	Yvette Luyando
	Engineering	Dr. Francisco Fernandez & Dean Felix Cardona
<b>Dec. 2013</b>	CUNY Pathways Opt-in	Yvette Luyando
<b>Jan. 2014</b>	EEO Training	Eugene Sohn
<b>Feb. 2014</b>	Graduation & Degree Auditing, F12	Sasha Ortiz
	Counseling	Sean Fenton
	Starfish	Dean Felix Cardona & Starfish Consultant
<b>Mar. 2014</b>	Human Resources	Shirley Shevach & Thomas Lackaye
	CUNY 1st Training, Sp'14 & F'13(new hires)	Yvette Luyando
	Graduation & Degree Auditing, Sp'13 & F'13	Sasha Ortiz
	Graduation & Degree Auditing, Sp'14	Sasha Ortiz
<b>April. 2014</b>	Conflicts to Collaborations	CTC- D. Scimia
	Building Positive Workplace Relationships	CTC- L. Alcantara

## 10.5 2013-2014 PMP Report

Operational Snapshot			
F12 Coach	Total Active	Total Advised	% Advised
Derek	173	66	38%
Safiya	194	76	39%
Alba	199	98	49%
Eon	156	93	60%
F13 Coach	Total Active	Total Advised	% Advised
Frances	220	128	58%
Nathan	221	129	58%
Ruth	219	101	46%
Sherryan	221	76	34%
Nelson	220	102	46%
S13 Coach	Total Active	Total Advised	% Advised
Jose	247	96	39%
Jeanette	219	107	49%
Carmen	235	75	32%
S14 Coach	Total Active	Total Advised	% Advised
Aura	154	115	68%
Krystal	229	200	87%
Jasmine	223	90	40%
Isabel	40	16	40%

- Reported as of May 2014

## 10.6 Customer Demographics

- Fall 2012-Spring 2014 SSCU Cohorts Age and Gender

FALL 2012 SSCU COHORT																			
GENDER						AGE RANGES													
Female		Male		Unknown		Under 18		18-21		22-24		25-29		30-34		35-45		Over 45	
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
401	58.6%	282	41.2%	1	0.1%	79	11.5%	422	61.7%	73	10.7%	55	8.0%	25	3.7%	24	3.5%	6	0.9%
684						684													
* Average Age = 21.6																			
N= 684																			

SSCU Self-Study

SPRING 2013 SSCU COHORT

GENDER						AGE RANGES													
Female		Male		Unknown		Under 18		18-21		22-24		25-29		30-34		35-45		Over 45	
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
365	64.9%	194	34.5%	3	0.5%	6	1.1%	343	61.0%	88	15.7%	64	11.4%	29	5.2%	21	3.7%	11	2.0%
562						562													
*Average Age =23.0 N= 562																			

FALL 2013 SSCU COHORT

GENDER						AGE RANGES													
Female		Male		Unknown		Under 18		18-21		22-24		25-29		30-34		35-45		Over 45	
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
589	57.9%	425	41.8%	3	0.3%	125	12.3%	634	62.3%	99	9.7%	75	7.4%	34	3.3%	31	3.0%	19	1.9%
1017						1017													
*Average Age=21.7 N= 1017																			

SPRING 2014 SSCU COHORT

GENDER						AGE RANGES													
Female		Male		Unknown		Under 18		18-21		22-24		25-29		30-34		35-45		Over 45	
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
313	57.1%	235	42.9%	0	0.0%	14	2.6%	323	58.9%	85	15.5%	62	11.3%	33	6.0%	20	3.6%	11	2.0%
548						548													
*Average Age=23.1 N= 548																			

- Enrollment trends of first time freshmen cohorts with and without coaches

Enrollment Trends Of First Time Freshmen Cohorts With and Without Coaches at Hostos Community College  
FALL 2012 COHORT

	1st SEMESTER/FALL 2012				SPRING 2013				FALL 2013				SPRING 2014			
	SSCU		NON-SSCU		SSCU		NON-SSCU		SSCU		NON-SSCU		SSCU		NON-SSCU	
	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
Enrollment	594	0.0%	234	0.0%	407	68.5%	187	79.9%	278	46.8%	165	70.5%	233	39.2%	112	47.9%
Full-Time	90	0.0%	10	0.0%	158	175.6%	22	220.0%	159	176.7%	3	30.0%	146	162.2%	34	340.0%
Part-Time																
Total Cohort Enrollment	684	0.0%	244	0.0%	565	82.6%	209	85.7%	437	63.9%	168	68.9%	379	55.4%	146	59.8%
Total Entering Semester Enrollment	684		244		684		244		684		244		684		244	
Average Cumulative GPA	1.82		1.87		2.40		2.44		2.49		2.62		2.59		2.60	

SPRING 2013 COHORT

	1st SEMESTER/SPRING 2013				FALL 2013				SPRING 2014			
	SSCU		NON-SSCU		SSCU		NON-SSCU		SSCU		NON-SSCU	
	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
Enrollment	484	0.0%	105	0.0%	293	60.5%	54	51.4%	212	43.8%	51	48.6%
Full-Time	78	0.0%	20	0.0%	88	112.8%	21	105.0%	106	135.9%	15	75.0%
Part-Time												
Total Cohort Enrollment	562	0.0%	125	0.0%	381	67.8%	75	60.0%	318	56.6%	66	52.8%
Total Entering Semester Enrollment	562		125		562		125		562		125	
Average Cumulative GPA	1.81		2.03		2.48		2.66		2.49		2.60	

Fall 2013 COHORT

	1st SEMESTER/FALL 2013				SPRING 2014			
	SSCU		NON-SSCU		SSCU		NON-SSCU	
Enrollment	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
Full-Time	905	0.0%	213	0.0%	657	72.6%	249	27.5%
Part-Time	112	0.0%	7	0.0%	142	126.8%	27	24.1%
Total Cohort Enrollment	1017	0.0%	220	0.0%	799	78.6%	276	27.1%
Total Entering Semester Enrollment	1017		220		799		276	
Average Cumulative GPA	1.58		1.47		2.30		2.49	

Spring 2014 COHORT

	1st SEMESTER/SPRING 2014			
	SSCU		NON-SSCU	
Enrollment	Numbers	Percentage	Numbers	Percentage
Full-Time	473	0.0%	23	0.0%
Part-Time	75	0.0%	6	0.0%
Total Cohort Enrollment	548	0.0%	29	0.0%
Total Entering Semester Enrollment	548		29	
Average Cumulative GPA	1.55		1.08	

- Fall 05-Fall 2011 Cohort for the Spring 2014

Pre- SSCU Cohorts (PMP Breakdown)							
Data retrieved from CUNYFirst and is subject to change and correction							
Sex	Fall 2011	Fall 2010	Fall 2009	Fall 2008	Fall 2007	Fall 2006	Fall 2005
F	230	117	85	37	27	19	8
M	115	64	36	10	15	7	5
Age	Fall 2011	Fall 2010	Fall 2009	Fall 2008	Fall 2007	Fall 2006	Fall 2005
17	1						
18 - 20	8						
21 - 25	271	149	81	26	8	2	
26 - 30	35	15	23	16	28	20	10
31 - 35	10	7	7	3	3	2	1
36 - 40	6	4	6	1	1	1	2



SSCU Self-Study

<b>41 - 50</b>	12	4	3	1	2	1	
<b>51 - 70</b>	2	2	1				
<b>FT/PT</b>	<b>Fall 2011</b>	<b>Fall 2010</b>	<b>Fall 2009</b>	<b>Fall 2008</b>	<b>Fall 2007</b>	<b>Fall 2006</b>	<b>Fall 2005</b>
<b>Full Time</b>	115	27	15	7	7	5	3
<b>Part Time</b>	230	154	106	40	35	21	10
<i>Report as of June 16<sup>th</sup>, 2014 for the Spring 2014</i>							

- Fall 2005- Fall 2011 Pre-SSCU Cohorts age and gender

\* Numbers and Percentages are based upon available information of these cohorts through CUNYFirst data.

FALL 2011

GENDER		ENROLLMENT STATUS				AGE RANGES															
Female	Male	Full Time		Part Time		Under 18		18-21		22-24		25-29		30-34		35-45		45 & Over			
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage		
33	3.9%	10	1.2%	840	99.9%	1	0.12%	133	15.8%	532	63.3%	83	9.9%	46	5.5%	19	2.3%	22	2.6%	6	0.7%
841		841				841															

\*Total number of students in this cohort is 1092.  
841 matched to CUNYFirst & have recent records.

N= 841

FALL 2010

GENDER		ENROLLMENT STATUS				AGE RANGES															
Female	Male	Full Time		Part Time		Under 18		18-21		22-24		25-29		30-34		35-45		45 & Over			
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage		
331	59.4%	226	40.6%	557	100.0%	0		69	12.4%	385	69.1%	31	5.6%	28	5.0%	17	3.1%	21	3.8%	6	1.1%
557		557				557															

\*Total number of students in this cohort is 1001.  
557 matched to CUNYFirst & have recent records.

N= 557

FALL 2009

GENDER		ENROLLMENT STATUS				AGE RANGES															
Female	Male	Full Time		Part Time		Under 18		18-21		22-24		25-29		30-34		35-45		45 & Over			
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage		
260	68.6%	119	31.4%	379	100.0%	0		35	9.2%	239	63.1%	40	10.6%	28	7.4%	18	4.7%	16	4.2%	3	0.8%
379		379				379															

\*Total number of students in this cohort is 1082.  
379 matched to CUNYFirst & have recent records.

N= 376

FALL 2008

GENDER		ENROLLMENT STATUS				AGE RANGES															
Female	Male	Full Time		Part Time		Under 18		18-21		22-24		25-29		30-34		35-44		45 & Over			
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage		
119	69.6%	52	30.4%	171	100.0%	0		11	6.4%	116	67.8%	17	9.9%	9	5.3%	6	3.5%	9	5.3%	3	1.8%
171		171				171															

\*Total number of students in this cohort is 821.  
171 matched to CUNYFirst & have recent records.

N= 171

FALL 2007

GENDER		ENROLLMENT STATUS				AGE RANGES													
Female	Male	Full Time		Part Time		Under 18		18-21		22-24		25-29		30-34		35-44		45 & Over	
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
None Matched CUNYFirst																			
176		176				176													

\*Total number of students in this cohort is 732.  
176 matched to CUNYFirst & have recent records.

N= 176

**FALL 2006**

GENDER		ENROLLMENT STATUS				AGE RANGES														
Female	Male	Full Time		Part Time		Under 18		18-21		22-24		25-29		30-34		35-44		45 & Over		
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	
66	71.7%	26	28.3%	92	100.0%	0		13	14.1%	55	59.8%	11	12.0%	3	3.3%	5	5.4%	5	5.4%	No CUNYFirst Match
92		92				92														

\*Total number of students in this cohort is 690.  
92 matched to CUNYFirst & have recent records

N= 92

**FALL 2005**

GENDER		ENROLLMENT STATUS				RANGE														
Female	Male	Full Time		Part Time		Under 18		18-21		22-24		25-29		30-34		35-44		45 & Over		
Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage	
33	76.7%	10	23.3%	43	100.0%	0		4	9.3%	28	65.1%	3	7.0%	4	9.3%	2	4.7%	2	4.7%	No CUNYFirst Match
43		43				43														

\*Total number of students in this cohort is 622.  
43 matched to CUNYFirst & have recent records.

N= 43

## 10.7 Registration Report

Students who registered per cohort for Fall 2014; as of the week of June 9<sup>th</sup>

F12 Coach	Cohort Total	Tot. FT Registered	%	Tot. PT Registered	%
<b>Derek</b>	174	20	11%	20	11%
<b>Safiya</b>	194	28	14%	22	11%
<b>Alba</b>	200	39	20%	8	4%
<b>Eon</b>	155	29	19%	14	9%
<b>S13 Coach</b>					
<b>Jose</b>	247	31	13%	32	13%
<b>Jeanette</b>	212	0	0	0	0
<b>Carmen</b>	235	38	16%	31	13%
<b>F13 Coach</b>					
<b>Frances</b>	220	10	5%	19	9%
<b>Nathan</b>	218	1	.0045%	0	0
<b>Ruth</b>	219	33	15%	32	15%
<b>Nelson</b>	220	42	19%	31	14%
<b>Sherryann</b>	221	2	1%	0	0
<b>S14 Coach</b>					
<b>Aura</b>	222	36	16%	6	3%
<b>Jasmine</b>	227	1	.0044%	9	4%
<b>Krystal</b>	231	9	4%	25	11%

## 10.8 Weekly Report

\*\*As of June 6th

Coach	Cohort and Coach Caseload Totals	Total Appointments for Summer '14	Appointments for the Week of June 1st-7th	Number of Phone/Email Appointments	Number of No Shows
<b>Fall '12</b>	<b>724</b>				
Alba	198	25	8	0	3
Derek	175	18	12	0	5
Eon	157	15	11	0	3
Safiya	194	34	17	0	6
<b>Spring '13</b>	<b>704</b>				
Carmen	237	35	16	1	6
Jeanette	221	41	23	0	18
Jose	246	51	23	0	4
<b>Fall '13</b>	<b>1106</b>				
Frances	221	49	28	0	13
Nathan	221	22	14	0	9
Ruth	220	29	19	1	8
Sherryan	222	31	17	0	3
Nelson	222	25	11	0	4
<b>Spring '14</b>	<b>680</b>				
Krystal	230	45	26	0	5
Aura	225	45	25	0	9
Jasmine	225	40	18	0	9
Isabel	0	4	2	0	0
<b>Sasha</b>	<b>6034</b>	20	8	1	0
Average # of appointments for the week:			17.3		

## 10.9 SDEM Student Satisfaction Survey

How satisfied are you with each of the services, programs or offices listed below? N/A = Not Applicable, have not used the service Neutral = used the service but have no strong opinion

Areas	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A	Rating	Count
N=800	1	2	3	4	5			
Academic Achievement (TAP Audit & Probation Advisement)	5.1% (31)	5.6% (34)	24.0% (147)	27.0% (165)	18.1% (111)	20.3% (124)	2.60	612

<b>Hostos Academic Degree Audit</b>	4.9% (39)	3.1% (25)	21.4% (171)	23.9% (191)	20.1% (160)	<b>26.6%</b> <b>(212)</b>	2.7 0	798
<b>New Student Orientation</b>	5.5% (44)	3.9% (31)	21.7% (174)	<b>26.3%</b> <b>(211)</b>	20.4% (164)	22.2% (178)	2.6 7	802
<b>Student Success Coaching Unit</b>	3.6% (29)	1.6% (13)	18.2% (146)	15.0% (121)	19.3% (155)	<b>42.3%</b> <b>(340)</b>	2.7 8	804

**How satisfied are you with each of the services, programs or offices listed below? N/A = Not Applicable, have not used the service Neutral = used the service but have no strong opinion**

**Cohort = F12 Freshmen**

N = 92	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A	Rating	Count
							Average	
Metric = 1-5								
Areas	1	2	3	4	5			
<b>Academic Advisement</b>	5.6% (5)	1.1% (1)	17.8% (16)	<b>41.1%</b> <b>(37)</b>	28.9% (26)	5.6% (5)	<b>2.92</b>	90
<b>Hostos Academic Degree Audit</b>	3.3% (3)	0.0% (0)	20.0% (18)	17.8% (16)	15.6% (14)	<b>43.3%</b> <b>(39)</b>	<b>2.75</b>	90
<b>Student Success Coaching Unit</b>	3.3% (3)	0.0% (0)	17.4% (16)	<b>29.3%</b> <b>(27)</b>	28.3% (26)	21.7% (20)	<b>3.01</b>	92

**How satisfied are you with each of the services, programs or offices listed below? N/A = Not Applicable, have not used the service Neutral = used the service but have no strong opinion**

**Cohort = S 13 Freshmen**

N = 77	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	N/A	Rating	Count
							Average	
Metric = 1-5								
Areas	1	2	3	4	5	0		
<b>Academic Advisement</b>	0.0% (0)	1.3% (1)	17.9% (14)	<b>42.3%</b> <b>(33)</b>	24.4% (19)	14.1% (11)	<b>3.04</b>	78
<b>Hostos Academic Degree Audit</b>	0.0% (0)	0.0% (0)	16.9% (13)	11.7% (9)	11.7% (9)	<b>59.7%</b> <b>(46)</b>	<b>2.87</b>	77

### 10.10 Test Scores

Testing Trends Of First Time Freshmen Cohort: Student Success Coaches at Hostos Community College  
FALL 2012 SSCU COHORT (NON-ESL) TESTING TRENDS & RETENTION

Cohort	ENTERING SEMESTER / FALL 2012				Testing Status	SPRING 2013								FALL 2013								SPRING 2014							
	N	%	N	%		N				N				N				N											
	Student	Student	Not	Student		Students	Students	Students	Students	Students	Students	Students	Students	Students	Students	Students	Students	Students	Students	Students									
Total	556	100%	145	26.1%	56	38.6%	55	9.9%	111	34	76.6%	59	40.7%	22	4.0%	81	64	55.9%	55	37.9%	15	2.7%	70	75	48.3%				
Reading Test	556	382	68.7%	174	31.3%	79	14.2%	54	9.7%	132	41	73.9%	94	16.9%	22	4.0%	94	80	54.0%	87	38.5%	14	3.0%	81	93	46.6%			
Writing Test	556	106	19.1%	450	80.9%	0	0.0%	361	64.9%	362	88	80.4%	123	22.1%	269	48.4%	269	181	59.8%	56	10.1%	175	31.5%	231	219	51.3%			
Math Test	556	106	19.1%	450	80.9%	0	0.0%	361	64.9%	362	88	80.4%	123	22.1%	269	48.4%	269	181	59.8%	56	10.1%	175	31.5%	231	219	51.3%			
Total Enrollment	556	100%				458		82%			330		59%			289		52%											

SPRING 2013 SSCU COHORT(NON-ESL) TESTING TRENDS & RETENTION

ENTERING SEMESTER/SPRING 2013						FALL 2013						SPRING 2014								
Test	Cohort Student Total	N Passed	% Students Passed	N Not Passed	% Student Not Passed	Testing Status Students Not Passed	N Students Passed	% Passed	N Students Failed	% Failed	N Students Enrolled	% Enrolled	N Students Passed	% Passed	N Students Failed	% Failed	N Students Enrolled	% Enrolled		
Reading Test	440	330	75.0%	110	25.0%	Reading Test Status	31	28.2%	34	7.7%	65	45	59.1%	34	30.9%	14	3.2%	48	62	43.6%
Writing Test	440	314	71.4%	126	28.6%	Writing Test Status	41	9.3%	36	8.2%	77	49	61.1%	40	9.1%	12	2.7%	58	68	54.0%
Math Test	440	69	15.7%	371	84.3%	Math Test Status	63	14.3%	168	38.2%	231	140	37.7%	155	35.2%	13	3.0%	186	185	49.9%
<b>Total Enrollment</b>		<b>440</b>	<b>100%</b>				<b>286</b>		<b>65%</b>		<b>233</b>		<b>53%</b>							

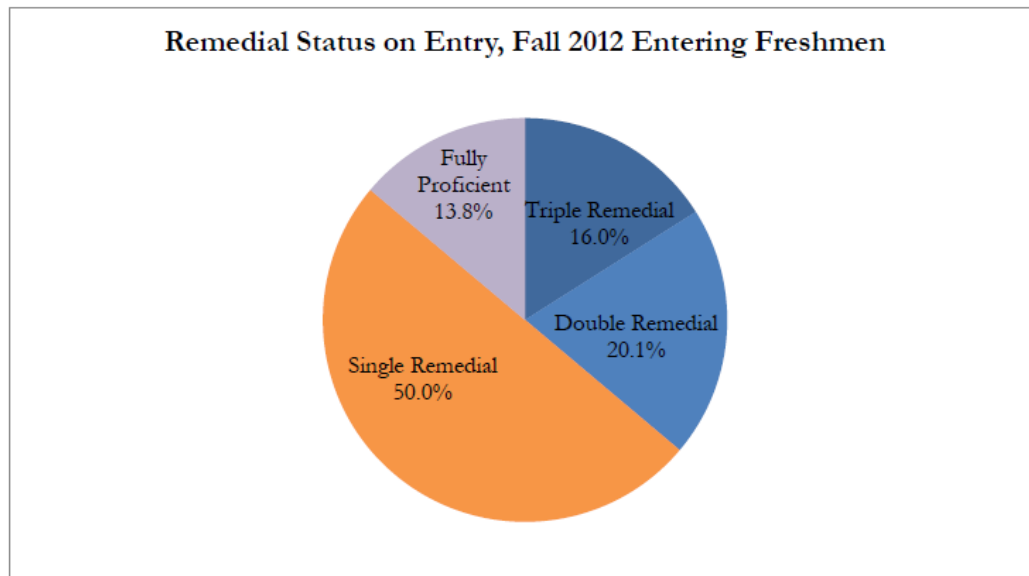
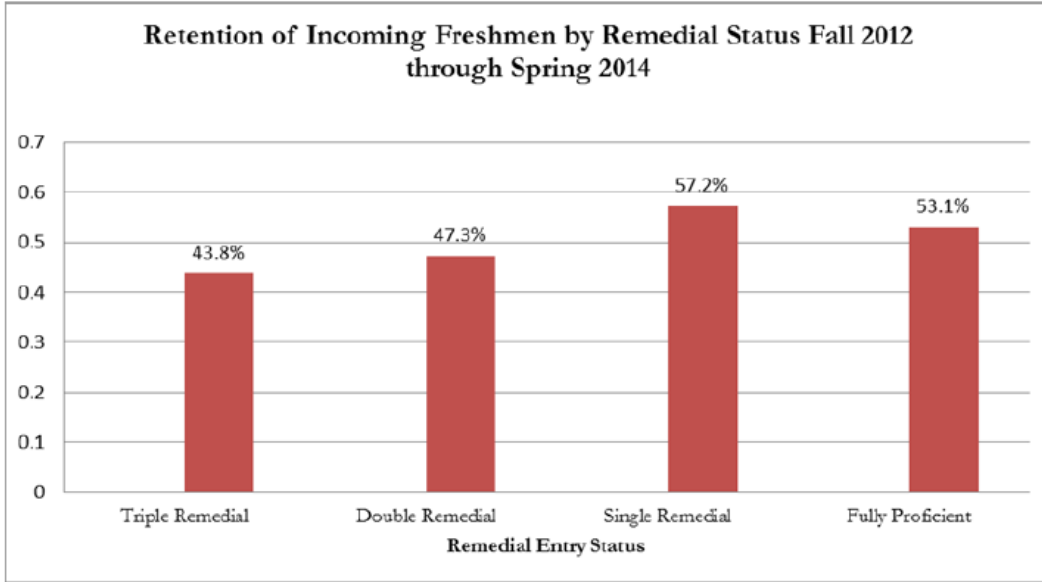
FALL 2013 SSCU COHORT(NON-ESL) TESTING TRENDS & RETENTION

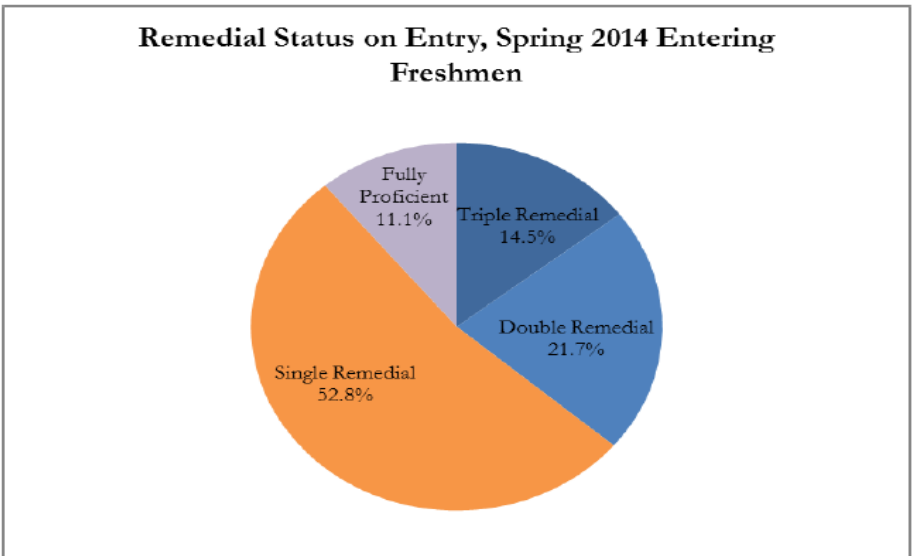
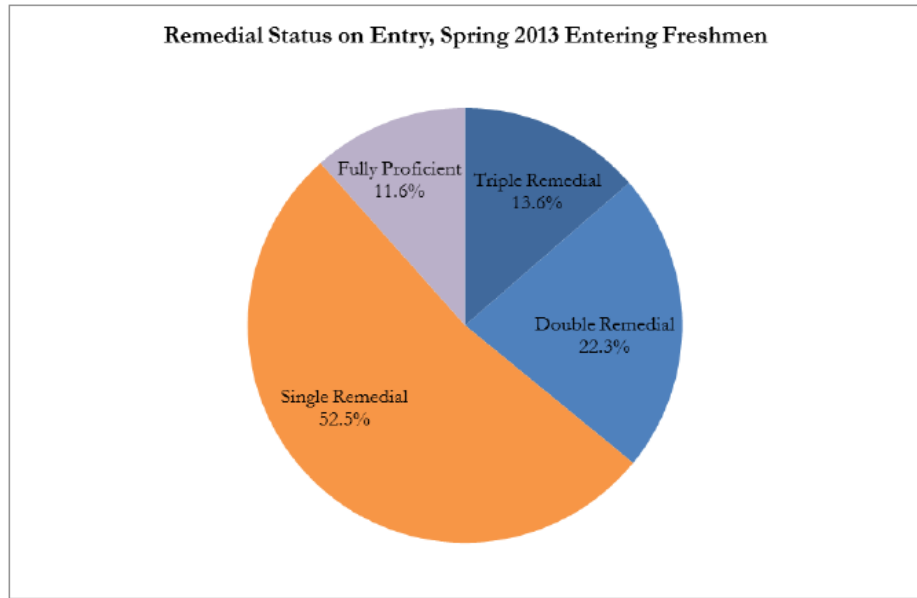
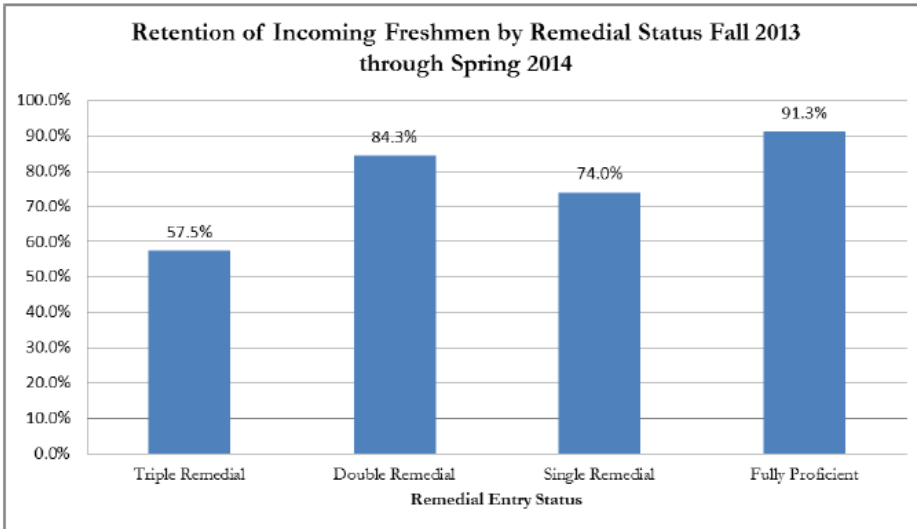
ENTERING SEMESTER/FALL 2013						SPRING 2014															
Test	Cohort Student Total	N Students Passed	% Students Passed	N Students Not Passed	% Students Not Passed	Testing Status Students Not Passed	N Students Passed	% Passed	N Students Failed	% Failed	N Students Enrolled	% Enrolled	N Students Passed	% Passed	N Students Failed	% Failed	N Students Enrolled	% Enrolled			
Reading Test	871	654	75.1%	217	24.9%	Reading Test Status	73	33.6%	83	9.5%	156	61	71.9%	73	11.4%	83	9.5%	182	73	71.4%	
Writing Test	871	616	70.7%	255	29.3%	Writing Test Status	99	11.4%	83	9.5%	182	73	71.4%	1	0.1%	452	51.9%	426	159	27.2%	
Math Test	871	286	32.8%	585	67.2%	Math Test Status	1	0.1%	452	51.9%	426	159	27.2%								
<b>Total Enrollment</b>		<b>871</b>	<b>100%</b>				<b>680</b>		<b>78%</b>												

SPRING 2014 SSCU COHORT(NON-ESL) TESTING

ENTERING SEMESTER/SPRING 2014					
Test	Cohort Student Total	N Passed	% Students Passed	N Not Passed	% Student Not Passed
Reading Test	434	319	73.5%	115	26.5%
Writing Test	434	312	71.9%	122	28.1%
Math Test	434	65	15.0%	369	85.0%
<b>Total Enrollment</b>		<b>434</b>	<b>100%</b>		

10.11 Remedial and Retention





10.12 SDEM Graduation Rate

Institution Retention and Graduation Rates of Full-time First-time Freshmen in Associate Programs by Year of Entry:* Hostos										
<b>EFFECTIVE June 4, 2014</b>										
										<b>LEGEND:</b>
<b>Fall 2001 Total Cohort (N): 473</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		■ = % certified graduates to date.
% Still Enrolled	60.00%	37.60%	24.70%	11.20%	6.10%	3.00%	1.90%	1.10%		
% Awarded Associate		1.30%	8.90%	16.10%	18.80%	20.30%	21.10%	22.20%		
<b>Fall 2002 Total Cohort (N): 570</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	38.40%	38.4	21.6	12.8	5.8	4.0	3.2	1.4		
% Awarded Associate		0.7	7.0	13.9	17.5	18.9	20.9	23.2		
<b>Fall 2003 Total Cohort (N): 551</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	64.4	42.3	24.5	11.1	5.6	2.9	2.4			
% Awarded Associate		1.1	8.3	17.4	21.1	22.5	24.5			
<b>Fall 2004 Total Cohort (N): 662</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	60.4	38.8	25.1	11.6	8.6	4.8	2.7			
% Awarded Associate		2.1	8.6	0.2	20.2	23.9	26.3			
<b>Fall 2005 Total Cohort (N): 622</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	58.4	38.1	24.4	15.3	9.2	5.1				
% Awarded Associate		1.4	7.7	14.0	19.5	22.8				
<b>Fall 2006 Total Cohort (N): 688</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	57.8	41.4	25.6	14.8	8.3	6.5	~7.27			
% Awarded Associate		1.2	10.5	19.3	23.5	26.3	~28.4			
<b>Fall 2007 Total Cohort (N): 731</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	60.5	44.2	27.6	14.0	8.6	~9.44				*Projected 7 Yr. End of June '14
% Awarded Associate		1.9	11.5	21.9	26.4	~29.0	~31.6			If students take and pass the courses needed to graduate in Summer
										32%
<b>Fall 2008 Total Cohort (N): 820</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	57.0	38.3	23.5	13.0	~12.8	~12.0				*Projected 6th Yr. End of June '14
% Awarded Associate		0.5	8.2	14.8	~18.8	~19.5				If students take and pass the courses needed to graduate in Summer
										20.80%
<b>Fall 2009 Total Cohort (N): 1081</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	63.2	44.1	25.0	~21.74	~14.4					* Projected 5th Yr. End of June '14
% Awarded Associate		0.8	10.3	~16.8	~19.9					If students take and pass the courses needed to graduate in Summer
										21.20%
<b>Fall 2010 Total Cohort (N): 1000</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	63.7	45.0	~37.6	~24.4						* Projected 4th Yr. End of June '14
% Awarded Associate		1.9	~10.7	~18.3						If students take and pass the courses needed to graduate in Summer
										19.80%
<b>Fall 2011 Total Cohort (N): 1091</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	0.6	~42.9	~43.0							* Projected 3rd Yr. End of June '14
% Awarded Associate		~0.98	~12.2							If students take and pass the courses needed to graduate in Summer
										15.70%
<b>Fall 2012 Total Cohort (N): 801</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled	~84.14									* Projected 2nd Yr. End of June '14
% Awarded Associate		~2.6								If students take and pass the courses needed to graduate in Summer
										2.60%
<b>Fall 2013 Total Cohort (N): ?</b>	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	8 Years	10 Years		
% Still Enrolled										
% Awarded Associate										
Blue = Estimated Still Enrolled										
Red = Estimated Graduated										
Yellow Blue = Estimated Still Enrolled 2012-2013 Academic Year										
Yellow Red = Estimated Awarded Associate 2012-2013 Academic Year										
Green Blue = Estimated Still Enrolled 2013-2014 Academic Year										
Green Red = Estimated Awarded Associate 2013-2014 Academic Year										

<sup>i</sup> Campus community include: Single Stop, Financial Aid, Information Technology, Accessibility Resource Center, HALC, Writing Center and the Library support services.