Retention Rubric
A. Program Mission Statement

Narrative Criteria

The Program Mission Statement
- clearly states the purpose of the program
- indicates the primary function
- indicates the activities of the program
- describes the programs' aspirational goals for the future and what the program hopes to achieve
- reflects the program's priorities and values
- indicates who the students and/or stakeholders are
- is aligned to the college mission statement
- is clear and concise

☑ Meets Expectations

☐ Needs Improvement

Feedback

Strength: The mission statement meets the evaluation criteria outlined above. Its contents emphasize the unique role and contributions of the unit, complementary to the college identity by aligning its function with the college mission statement.

OBSERVATIONS

O1: Readers could not determine if the unit's mission statement was prepared before or after board approval of the updated college mission statement.

O2: Readers found the statement is clear but wordy. And at times difficult to follow with jargon-filled statements, making it hard to understand the mission and feel-connected to it. Perhaps writing a clearer and simple (1-3 sentences) statement with memorable language might work best.

B. Students Referred & Served

3. What do you observe in the data? What do you want the college to understand about your program and the data?

Narrative Criteria

- aligns with data
- is informed by data
- is within the control of the program

☑ Meets Expectations

☐ Needs Improvement

4. Describe the proposed actions or next steps to maintain or improve the data by student group.

Narrative Criteria

- Actions are informed by data
- Actions are within department control
- Actions are demonstrable (what are the deliverables)
- Outcomes are measurable
- Possible to accomplish including short term, as well as long term (e.g., aspirational and practical)

☑ Meets Expectations

☐ Needs Improvement

Feedback

Strength: Data for student referred and served meets the evaluation criteria outlined above. This means the data can be studied from a wide variety of perspectives. The data underscore strategies the unit will commit: *to the success and retention of all students.* The various interventions offered by the unit is a commendable and equity-ensuring approach necessary for narrowing the accessibility gap for student success. The summary describes relevant features of the data and is a good response.

OBSERVATIONS

O1: Consider working with online learning office to develop resources that can be promoted through Canvas channels, such as the professional development videos that are introduced each week to instructors in Canvas.

O2: Readers could benefit from knowing what could be immediately accomplished or implemented as opposed to long-term solutions.

O3: Readers observed missing data from 2022-23 were not available for analysis.

C. Student Completion

6. What do you observe in the data? What do you want the college to understand about your program and the data?

Narrative Criteria

- aligns with data
- is informed by data
- is within the control of the program

☑ Meets Expectations

☐ Needs Improvement

7. Describe the proposed actions or next steps to maintain or improve the data by student group.

Narrative Criteria

- Actions are informed by data
- Actions are within department control

- Actions are demonstrable (what are the deliverables)
- Outcomes are measurable
- Possible to accomplish including short term, as well as long term (e.g., aspirational and practical)

☑ Meets Expectations

☐ Needs Improvement

Feedback

Strength: Data for student completion meets the evaluation criteria outlined above. The data establishes what the unit need to find out to: …empower students in their educational journey by building upon their diverse strengths. To that extent, these data sets are the beginning markers for who is accessing retention services. The various service modalities and interventions offered by the unit is a commendable and equity-ensuring approach necessary for narrowing the accessibility gap for student success.

OBSERVATIONS

O1: Nice job of providing a summary overview of the data. It would be helpful to explain the difference between flag, referral and kudos.

O2: Participating in high school events may also be beneficial so that first time and first generation students are aware services are available to them.

O3: Partnering with Mental Health and Wellness Center was not mentioned and would be a great collaboration to start. Also, SARS location for retention appointments may be beneficial so that the counseling department can assist with checking in appointments that are in person and able to notify retention staff that their appointment has arrived.

D. Service Area Objective Addendum

1. What are the service area outcomes & strategic objectives for the coming year?

Narrative Criteria

- Outcomes/objectives are informed by data
- Outcomes/objectives are within department control
- Outcomes/objectives are demonstrable/actionable
- Outcomes/objectives are measurable
- Possible to accomplish including short term, as well as long term (e.g., aspirational and practical)

☑ Meets Expectations

☐ Needs Improvement

2. What is your implementation plan for the above-mentioned objectives?

Narrative Criteria

- Actions are informed by data
- Actions are within department control

- Actions are demonstrable
- Outcomes are measurable
- Possible to accomplish including short term, as well as long term (e.g., aspirational and practical)

☑   Meets Expectations

☐   Needs Improvement

Feedback

Strength: Data for Service Area Objective (SAO) meets the evaluation criteria outlined above. The three SAOs indicate an attempt to expand and strengthen retention services. Readers applaud the unit for being fully aware of growth opportunities that align with equitable practices and interventions. Such that the modes of service delivery and types of interventions expressed are proactive instead of reactionary. The unit did a good job of articulating goals, the action plan for the goals, and the barriers to addressing the goals.

OBSERVATIONS

O1: Readers could benefit from knowing what could be immediately accomplished or implemented as opposed to long-term solutions.

O2: Collectively, the SAOs will address major concerns, present timely information and offer more on-demand support. Readers recommend gauging the impact and document resources expended.

E. Summative Evaluation

Overall, the Comprehensive Program Review

☑   Meets Expectations

☐   Needs Improvement

Feedback

The unit did a good job providing a summary of the relevant issues facing the retention office. In thinking about how to engage students, readers are curious if there are ways of embedding the retention resources into on-going student communications that the college distributes? Or could there be ways to more fully incorporate messaging about the retention office in the student registration process? Exceptional overall summary and program review as a whole. Quick note, weeks six and seven might be too late for the unit to reach out to students who are struggling academically.

This form is completed and ready for acceptance.