

Student Success Initiative Year Three/Summative Report

Psychology Department Peer Advising Center (PAC)

CONTACT INFORMATION

Department/Unit Receiving Funding: Peer Advising Center (PAC) – Psychology Department

University Division: Psychology Department – College of Social & Behavioral Science

Name and Title of Person Responsible for Overseeing Your Department's SSI Activities: Janelle Gilbert, Faculty

Email Address and Extension: Janelle@csusb.edu, x75587

Name and Title of Person Preparing Report: Janelle Gilbert

Email Address and Extension: Janelle@csusb.edu, x 75587

SSI PROGRAM/PROJECT OVERVIEW: (Describe the original overarching purpose, goals and outcomes of your SSI-funded project(s), program(s), etc. Bulleted lists and/or tables are encouraged.)

The Peer Advising Center (PAC) is a center dedicated to supplementing the student services provided by the Psychology Department with student leadership in academic advising. The mission is to advance student progress toward degree completion, while assisting students with their academic choices to fulfill their professional interests.

SSI funds were secured to provide more flexible hours at the PAC, and serve a wider range of student schedules. The SSI funds allow us to guarantee that a senior advisor is available 20 hours per week. SSI funds pay a salary to one student for 20 hours per week, or two students at 10 hours per week. This is the sole use of SSI funds in the PAC. Peer advisors generally volunteer to work 4 hours per week, often sharing similar schedules with other peer advisors. Without the SSI funds to support an advisor salary, it is very difficult to keep the PAC open for a variety of student schedules.

The Psychology Peer Advising Center (PAC) provides information regarding academics, course scheduling, navigating through the requirements in the major, university policies, and graduate school preparation to Psychology and Human development majors and minors. Peer advisors can also assist with progress toward degree forms, advising requirements for financial aid, as well as completing advising forms for various campus activity groups.

The primary recipients of the Peer Advising Center (PAC) services are psychology majors, biopsychology majors, human development majors, and psychology minors. In addition, we also answer questions for prospective students and liberal studies with a concentration in psychology, specifically in context of their psychology requirements. Student's needs are met through advisement with upper division students in the psychology department. PAC advisors answer basic advising questions while referring students to faculty for more field specific advising.

Peer advising provides an opportunity for students to discuss their advising questions with fellow students who have personally succeeded in designing their own curriculum, and who are trained to help guide others through the process. Our goal is to provide a welcoming student experience to clarify student understanding of their requirements to graduate, academic and professional choices, and effective curriculum choices. The PAC provides advising on a walk-in basis only.

SSI-FUNDED ACTIVITIES: (Please list and describe the activities undertaken for each year of the initial SSI allocation. If no activities were undertaken or funded for a particular year, please explain why.)

Year 1- Salary for 20 hours per week for a student advisor

Year 2- Salary for 20 hours per week for a student advisor

Year 3- Salary for 20 hours per week for a student advisor

ACCOMPLISHMENTS/PROGRESS TOWARDS OUTCOMES: (Describe the progress you have made each year toward your original SSI goals and outcomes. Indicate clearly how student success was enhanced by your program or service/s. Be sure to include the measures you employed and evidence/data you collected for each outcome where appropriate.)

Year 1 – Hired a senior advisor to keep the PAC open for an additional 20 hours per week.

Designed the PAC assessment plan, and measures for the PAC, including an assessment of the availability of hours (the one outcome tied to SSI funds).

Year 2 – Hired two students who split the hours to keep the PAC open for an additional 20 hours per week.

Administered assessment survey for students participating in the PAC.

Year 3 – Hired two students who split the hours to keep the PAC open for an additional 20 hours per week.

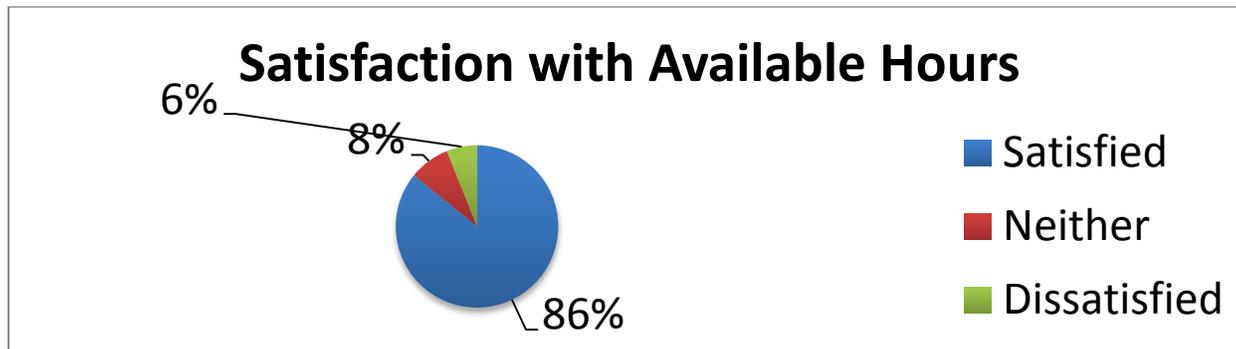
Continued to administer assessment survey for students participating in the PAC.

Reviewed assessment data for all PAC outcomes.

CUMULATIVE FINDINGS: (Please discuss the overall results of your SSI-funded program(s), project(s), etc. as they pertain to your original outcomes *over the course of the past three years*. What improvements should be made?)

One of the outcomes for the PAC pertained to the activities supported by SSI funds - Outcome:1.1 Students will be able to visit the PAC because the availability of the PAC hours fit diverse schedules.

This outcome was assessed with a student satisfaction survey administered through the Psychology 101 class, after students were required to visit the PAC. Data was collected from approximately 200 students per quarter for fall, winter, and spring. Results indicated that students were satisfied with the availability of hours offered by the PAC.



CHALLENGES: (Please list any significant challenges encountered over the course of the past three years that have affected your ability to fully implement your intended activities or to reach your articulated outcomes. How did you address these challenges?)

Hiring one student for 20 hours tied the availability for the PAC to one student schedule, limiting the ability to broaden the hours the PAC was open to specific days. To accommodate more student schedules, we hired two students at 10 hours each, with the understanding that they could not overlap their work hours, and needed to be available beyond the schedules of volunteers. Splitting the money between two students provided more availability.

LESSONS LEARNED: (Please share any additional information you'd like regarding this area not covered above.)

In addition to the increased availability of PAC hours, the PAC also benefitted from having two students that were responsible to the PAC for more hours. They became a hub of coordination and communication for other peer advisors, and offered assistance to other peer advisors who had less experience.

SUSTAINABILITY: (Please explain how your department is planning for the continuation of your SSI-funded programs, projects, activities, etc.)

The PAC will continue to operate as a volunteer organization to fulfill its mission. However, without the SSI funds we would not be able to accommodate a wide range of student schedules.

2013-2014 Budget Summary: (Please account for all expenditures and/or encumbrances of SSI funds to date this fiscal year. Be sure to include detailed information regarding the outcome and activity or line item to which each expenditure is connected.)

Expenditure Description	Outcome(s) Supported	Supported Activities	FTE	Amount
<i>Peer advisor salaries</i>	<i>Students will demonstrate the ability to read and interpret their PAWS. Students will be able to create an individualized academic plan.</i>	<i>One-on-one peer counseling sessions; PAWS demonstrations; degree roadmap explanation; degree requirements explanation</i>	2.0	\$12,000

TOTAL: __\$12,000__