



Institutional Effectiveness – Program Review – Student Attrition Research and Analysis

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NORTH SEATTLE
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Table of Contents

- OverviewPage 3
- Explanation of Program PurposePage 4
- AnalysisPage 5
- Action PlanPage 6
- NeedsPage 7

Overview - What did you learn by completing this review?

- Working remotely during a pandemic is very challenging for a number of reasons:
 - Barriers to communicating with colleagues
 - Barriers to accessing specialized software, i.e. SPSS (Statistical Package for the Social Services)
 - Feelings of anxiety and isolation
- The importance of building teams with a wide range of perspectives, i.e. financial aid, workforce education, institutional effectiveness

Explanation of Program Purpose

- Objective – For this specific program review, NSC institutional effectiveness is supporting the Title III grant by researching students who do not continue taking courses beyond an initial quarter. This phenomenon is called student attrition.
- The Department of Institutional Effectiveness consists of two persons:
 - Stephanie Dykes – Executive Director
 - Joel Wright – Senior Research Analyst
- What we do – Institutional Effectiveness supports decision – making by providing insights from data, including data extracted from data bases, as well as data from surveys.

Analysis

- Measures taken to meet program objective
 - Created and fielded a student attrition survey, which is still in the field.
 - Began statistical analysis of returners and non – returners.
- Factors facilitating goal/objective attainment
 - Data extraction skills of Joel Wright
 - Collaboration in creating student attrition survey
- Barriers to meeting goals
 - Trying to be effective during a time of pandemic and economic downturn
 - Lack of email addresses in data system for a large percentage of non - returners
 - Lack of access to SPSS (Statistical Package for the Social Services)

Action Plan

- Actions to enhance what is working well
 - Advocate for continued funding of department at 2.0 FTEs into 2020 - 2021 academic year
 - Continue efforts to become accustomed to working during a pandemic
 - Continue to reach out to work colleagues and other social contacts to create a sense of connectedness
- Actions to mitigate the roadblocks
 - Make any required budget cuts from non – personnel budget items
 - Realizing that by practicing social distancing that my risks of contracting Covid 19 are diminished

Program Needs

- New resources needed
 - A means to access SPSS remotely
- Current resources to sustain
 - Maintain current staffing levels of 2.0 FTEs
 - Survey Monkey license
 - SPSS license
- Obstacles to overcome
 - Home internet connectivity issues during campus closure from pandemic
 - Inability to access to SPSS (Statistical Package for the Social Sciences) on work computer
 - Anxiety and depression from working during a time of pandemic