

Counseling and Matriculation

Retention Services Program Review

Retention Services

A. Program Information

Program Mission Statement

1. Please enter your mission statement here.

Program Level Student Area Outcomes

2. Please list the program-level student area outcomes.

B. Students Referred & Served

The chart below shows the number of students who received a flag, referral, or kudos through Foothill Connect.

|                   | 2017-18   | 2018-19   | 2019-20   | 2020-21    | 2021-22   |
|-------------------|-----------|-----------|-----------|------------|-----------|
| Asian             | 368 (31%) | 263 (27%) | 260 (20%) | 307 (23%)  | 233 (20%) |
| Black             | 65 (5.5%) | 74 (7.7%) | 77 (6%)   | 102 (7.7%) | 58 (5%)   |
| Filipinx          | 47 (4%)   | 31, 3.2%  | 69, 5.4%  | 61, 4.6%   | 53, 4.6%  |
| Latinx            | 427 (36%) | 357 (37%) | 554 (44%) | 472 (36%)  | 433 (37%) |
| Native American   | 6 (0.5%)  | 3 (0.3%)  | 4 (0.3%)  | 9 (0.7%)   | 3 (0.3%)  |
| Pacific Islander  | 17 (1.4%) | 20 (2.1%) | 21 (1.7%) | 20 (1.5%)  | 31 (3.7%) |
| Unknown Ethnicity | 13 (1.1%) | 4 (0.4%)  | 19 (1.5%) | 52 (4%)    | 52 (4.5%) |
| White             | 240 (20%) | 209 (22%) | 271 (21%) | 294 (22%)  | 295 (26%) |
| Total             | 1183      | 961       | 1275      | 1317       | 1158      |

The chart below shows the number of students who were referred for services through Foothill Connect.

|                   | 2017-18   | 2018-19    | 2019-20   | 2020-21   | 2021-22   |
|-------------------|-----------|------------|-----------|-----------|-----------|
| Asian             | 155 (24%) | 11 (21%)   | 90 (15%)  | 162 (23%) | 95 (17%)  |
| Black             | 48 (7%)   | 41 (7.6%)  | 50 (8.2%) | 64 (9%)   | 37 (6.8%) |
| Filipinx          | 26 (4%)   | 18 (3.3%)  | 42 (7%)   | 32 (4.5%) | 23 (4.2%) |
| Latinx            | 293 (45%) | 260 (48%)  | 315 (52%) | 283 (40%) | 228 (42%) |
| Native American   | 4 (0.6%)  | 3 (0.6%)   | 2 (0.3%)  | 3 (0.4%)  | 3 (0.6%)  |
| Pacific Islander  | 11 (1.7%) | 14 (2.6%)  | 12 (2%)   | 10 (1.4%) | 18 (3.3%) |
| Unknown Ethnicity | 6 (1%)    | 3 (0.5%)   | 1 (0.2%)  | 29 (4%)   | 16 (3%)   |
| White             | 114 (17%) | 88 (16.4%) | 96 (16%)  | 130 (18%) | 122 (23%) |
| Total             | 657       | 538        | 608       | 713       | 542       |

The chart below shows the number of flagged or referred students who connected (communicated through any form of contact – phone call, email, text message, appointment, etc.) with Retention Services.

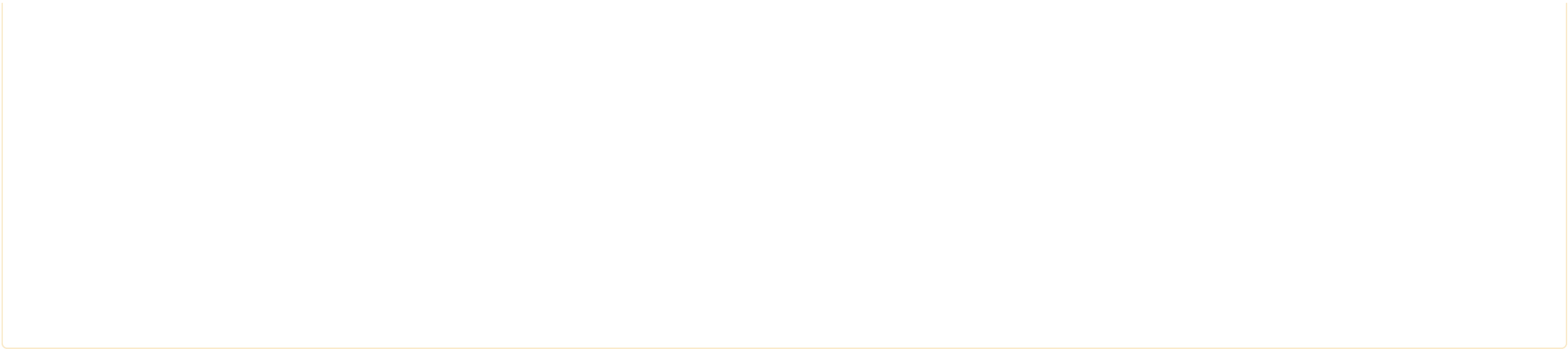
|       | 2017-18  | 2018-19  | 2019-20  | 2020-21  | 2021-22  |
|-------|----------|----------|----------|----------|----------|
| Asian | 7 (8.4%) | 4 (3.1%) | 3 (1.3%) | 9 (3.5%) | 8 (2.6%) |
| Black | 2 (2.4%) | 3 (2.3%) | 6 (2.7%) | 5 (2%)   | 1 (0.3%) |

|                   |          |          |           |           |           |
|-------------------|----------|----------|-----------|-----------|-----------|
| Filipinx          | 1 (1.2%) | 1 (0.8%) | 3 (1.3%)  | 1 (0.4%)  | 1 (0.3%)  |
| Latinx            | 7 (8.4%) | 21 (16%) | 24 (11%)  | 23 (9%)   | 28 (9.2%) |
| Native American   | 1 (1.2%) | 0 (0%)   | 1 (0.4%)  | 0 (0%)    | 0 (0%)    |
| Pacific Islander  | 0 (0%)   | 0 (0%)   | 2 (0.9%)  | 0 (0%)    | 2 (0.7%)  |
| Unknown Ethnicity | 62 (75%) | 93 (73%) | 175 (78%) | 210 (82%) | 254 (83%) |
| White             | 3 (3.6%) | 6 (4.7%) | 9 (4%)    | 8 (3.1%)  | 11 (3.6%) |
| Total             | 83       | 128      | 223       | 256       | 305       |

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

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

5. What does your program need to execute this action plan?



### C. Student Completion

The chart below shows the number of students who did not withdraw from the course.

|          | 2017-18   | 2018-19   | 2019-20   | 2020-21   | 2021-22   |
|----------|-----------|-----------|-----------|-----------|-----------|
| Flag     | 407 (74%) | 356 (78%) | 351 (69%) | 361 (68%) | 274 (67%) |
| Referral | 189 (76%) | 107 (82%) | 153 (65%) | 231 (61%) | 142 (61%) |
| Kudos    | 506 (97%) | 552 (95%) | 778 (93%) | 790 (93%) | 709 (92%) |

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

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

8. What does your program need to execute this action plan?

D. Service Area Objective Addendum

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

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

3. What barriers has the program faced in implementing improvements?

E. Summary

Use this opportunity to reflect on your discussions above and include any closing thoughts.



## F. Rubric

Click on the link below to view the Retention Services Rubric.

[https://foothilldeanza-my.sharepoint.com/:w:/g/personal/20078222\\_fhda\\_edu/EVlb1KLjRIIBqvTqSnjZ8AoB7QYSsqbd77-](https://foothilldeanza-my.sharepoint.com/:w:/g/personal/20078222_fhda_edu/EVlb1KLjRIIBqvTqSnjZ8AoB7QYSsqbd77-)

This form is completed and ready for acceptance.

