

RFP 006: The Role of Student Services in Supporting Access, Retention and Quality

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Presentation to HEQCO's
Research Methods Workshop
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Higher Education
Quality Council
of Ontario



Conseil ontarien
de la qualité de
l'enseignement supérieur

An agency of the Government of Ontario

Request for Proposals (RFP) 006

- RFP issued June 20, 2008
- Submission deadline September 22, 2008
- 27 applications received by HEQCO
- Decisions announced November 3, 2008
- 17 projects approved, two added later
- 4 college, 13 university, 1 college/university, 1 other
- 3 contracts still to be finalized/signed

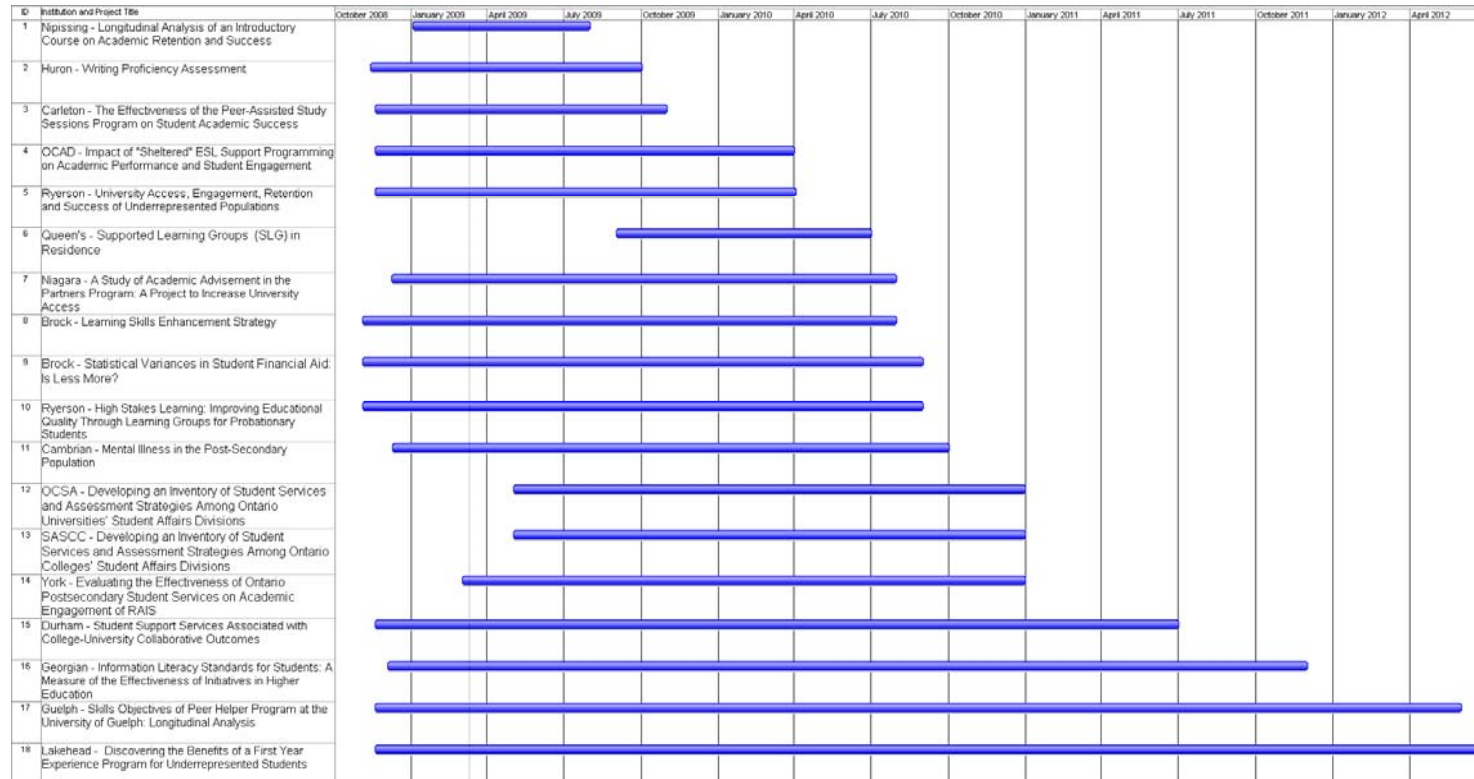


Budget for Student Services Projects

Institution	Fiscal Year					Total Cost
	2008-09	2009-10	2010-11	2011-12	Post 2012	
Brock University	\$40,000	\$35,000	\$22,940	\$0	\$0	\$97,940
Brock University	\$30,000	\$55,350	\$23,900	\$0	\$0	\$109,250
Cambrian College		\$23,289	\$15,526	\$0	\$0	\$38,815
Carleton University		\$28,313				\$28,313
Durham College		\$71,407	\$87,907	\$71,407	\$0	\$230,723
Georgian College of Applied Arts	\$28,892	\$51,225	\$34,520	\$38,520	\$0	\$153,157
Huron University College	\$6,737	\$4,156				\$10,894
Lakehead University		\$27,831	\$0	\$0	\$11,610	\$39,441
Niagara College of Applied Arts	\$49,929	\$24,964	\$24,964	\$0	\$0	\$99,858
Nipissing University	\$36,000	\$35,600				\$71,600
Ontario College of Art and Design	\$7,081	\$7,002	\$26,565	\$0	\$0	\$40,649
<i>Ontario Committee on Student Affairs</i>		<i>\$44,070</i>				<i>\$44,070</i>
<i>Queen's University</i>		<i>\$44,633</i>				<i>\$44,633</i>
<i>Ryerson University</i>	<i>\$9,951</i>	<i>\$6,863</i>				<i>\$16,815</i>
Ryerson University		\$44,000	\$6,500	\$0	\$0	\$50,500
Student Access & Success Coord. Cmte.		?				?
University of Guelph	\$14,460	\$14,460	\$14,460	\$14,460	\$14,460	\$72,300
York University	\$54,197	\$27,098	\$27,098	\$0	\$0	\$108,395
<i>(Forthcoming RFP)</i>		?				?
	\$277,248	\$534,697	\$284,374	\$124,387	\$26,079	\$1,257,353



Timeline for Student Services Projects



Note: Projects and timelines subject to change.



Cluster 1: First Year Transitions

College/University	Project Title	Description
Ryerson University	<i>"High-Stakes Learning": Improving Educational Quality Through Learning Groups for Probationary Students</i>	Students are referred to Learning Groups when they demonstrate a deficit in general learning skills; participants are offered seminars, individual appointments, and small interactive Learning Groups that offer social support.
Nipissing University	<i>Longitudinal Analysis of the Impact of an Introductory University Course (UNIV1011: University Life & Learning) on Academic Retention & Success</i>	3-credit optional course designed to introduce first year students – especially those considered to be academically “at risk” – in honing the study, research, communication and other skills required to be successful academically.
Lakehead University	<i>Discovering the Benefits of a First Year Experience program for under-represented students</i>	Student Access and Gateway to Education (SAGE) students enter with GPAs below the average required for admission or lack prerequisites; they participate in a non-credit University 101 seminar and academic advising.
Queen's University	<i>Supported Learning Groups (SLG) in Residence</i>	1-year pilot for interactive learning communities for first year students who meet in small groups in residence halls to promote academic success and the development of personal studies strategies.
Niagara College of Applied Arts	<i>A Study of Academic Advisement in the Partners' Program: A Student Service Project to Increase University Access</i>	Applicants to Brock University who do not meet admission requirements are allowed to enroll in Niagara College's pre-university general Arts and Science Program and receive a conditional offer for university the next year.



Cluster 2: Skills Enhancement Initiatives

College/University	Project Title	Description
Huron University College	<i>Writing Proficiency Assessment</i>	Assessment of the impact of the assessment instrument on student engagement with writing across the curriculum by comparing 1 st & 4 th year assessment scores and other measures of writing proficiency.
Brock University	<i>Learning Skills Enhancement Strategy</i>	Learning Skills workshops, individualized one-on-one support sessions, and online writing skills course in identified areas of academic need and directed to particular segments of the undergraduate population.
Carleton University	<i>The Effectiveness of the Peer-Assisted Study Sessions (PASS) Program on Student Academic Success at Carleton University</i>	Regularly scheduled and informal review workshops for students registered in courses that are traditionally considered to be difficult where students and facilitators integrate course content and study skills.
University of Guelph	<i>Skills Objectives of Peer Helper Program at the University of Guelph: Longitudinal Analysis</i>	The 250 undergraduates who serve as Peer Helpers each year will be assessed for the skills acquired to mobilize innovation and change, manage people and tasks, communicate and manage themselves.
Georgian College of Applied Arts	<i>Information Literacy Competency Standards for Students: a Measure of the Effectiveness of Information Literacy Initiatives in Higher Education</i>	Formal information literacy instruction is carried out in four distinct ways: course based and embedded in certain programmes, online tutorials, and a pilot of 50-minute classes outside the regular course load.



Cluster 3: Targeted Populations

College/University	Project Title	Description
Ontario College of Art & Design	<i>The Impact of 'Sheltered' ESL Support Programming on Academic Performance & Student Engagement</i>	Participants opt into ESL versions of some of their regular credit courses that are a learning community where they can receive support for the development of academic and language skills as part of these courses.
Durham College & Ontario Institute of Technology	<i>Student Support Services Associated with College-University Collaborative Outcomes</i>	Students with learning disabilities are offered a 2-week Summer Transition Program (STP) and Enhanced Services Program (ESP) during the academic year that includes counseling, skills & technology training, etc.
York University	<i>Evaluating the Effectiveness of Ontario Post-Secondary Student Services on Academic Engagement of Recent Adult Immigrant Students</i>	This project will examine the extent to which recent adult immigrant students who utilize available student services demonstrate higher degrees of engagement and achieve higher levels of academic success during PSE.
Ryerson University	<i>University Access, Engagement, Retention and Success of Under-Represented Populations</i>	Bridges to Ryerson for adult learners who have been out of school for a while; Road to Ryerson for high school students with low GPAs or missing prerequisites; Tri-Mentoring Program aimed at first generation students.
Cambrian College	<i>Mental Illness in the Post-Secondary Population</i>	This research will obtain empirical data on students exhibiting mental illness and the impact on academic performance (persistence, GPA, attendance, etc.) and recommend appropriate accommodations and strategies.



Various Projects

College/University	Project Title	Description
Brock University	<i>Statistical Variances in Student Financial Aid: Is Less More?</i>	Phase 1: Introduce simplified application and assessment process for institutional financial aid applicants; Phase 2: Broaden pilot of simplified application process to 3-4 other Ontario post-secondary institutions.
Ontario Committee on Student Affairs	<i>Developing an Invention of Student Services and Assessment Strategies Among Ontario Universities</i>	Inventory of the entire range of student services programs, activities and services currently offered at Ontario universities, including identifying those utilizing assessment strategies to measure impact.
Student Access & Success Coordinating Committee	<i>Developing an Invention of Student Services and Assessment Strategies Among Ontario Colleges</i>	Inventory of the entire range of student services programs, activities and services currently offered at Ontario colleges, including identifying those utilizing assessment strategies to measure impact.
TBA	<i>Literature Review on Student Services</i>	Comprehensive literature review on student services programs, activities and services, including definitions, academic debates, impact assessments, best practices, etc.



Other Student Service Projects

College/University	Project Title	Description
George Brown College	<i>Student Success Strategy: From Pilot to Implementation</i>	The project evaluates the impact of a variety of student success interventions to test, identify and document effective strategies to improve student success and enhance the transition to the labour force or further education.
George Brown College	<i>The Communications Adjunct Model: An Innovative Approach to Language and Literacy Remediation for Adult Learners</i>	Pre- and post-tests help evaluate the impact of a specially designed curriculum for developing communications and other 'soft' skills for students enrolled in the practical nursing program between Fall 2008 and Spring 2010.
Sir Sandford Fleming College	<i>Emotional Intelligence Interventions to Increase Student Success, Retention and Quality of Learning</i>	Explores whether emotional intelligence – and academic success – can be increased by modifying a required first semester Career Essentials course to include curriculum related to improving emotional and social competencies.
R.A. Malatest & Associates	<i>Promising Practices: Increasing and Supporting Participation for Aboriginal Students in Ontario</i>	This project will study a number of student services interventions currently being implemented at Ontario colleges and universities designed to recruit, support and retain Aboriginal students.
Queen's University	<i>Implementing Engagement Improvements Through Targeted Interventions</i>	A research project conducted at 11 Ontario universities during 2008-09, using the NSSE as an evaluation tool, that tests various teaching methods and student services interventions designed to enhance student engagement.



Planned Assessment Methods

Institution	Student Data	Skills Assessment	Surveys	Focus Groups	Interviews
Niagara College of Applied Arts	X		X	X	X
Lakehead University	X				X
Nipissing University	X	X	X	X	
Ryerson University	X	X	X		X
Queen's University	X		X	X	
Georgian College of Applied Arts			X		X
University of Guelph		X			
Carleton University	X		X	X	
Brock University	X	X	X	X	
Huron University College	X	X			X
Ontario College of Art & Design	X		X	X	X
Cambrian College			X		
York University			X	X	
Durham College	X			X	X
Ryerson University	X		X	X	
Ontario Committee on Student Affairs			X		X
Student Access & Success Coord. Cmte.			X		X
Brock University	X		X	X	



Final Reports Due in 2009-10

ID	Institution and Project Title	Mar '09	Apr '09	May '09	Jun '09	Jul '09	Aug '09	Sep '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10	Mar '10	Apr '10	May '10	Jun '10	Jul '10	Aug '10	Sep '10	Oct '10		
1	Nipissing - Longitudinal Analysis of an Introductory Course on Academic Retention and Success	█																					
2	Huron - Writing Proficiency Assessment	█																					
3	Carleton - The Effectiveness of the Peer-Assisted Study Sessions Program on Student Academic Success	█																					
4	OCAD - Impact of "Sheltered" ESL Support Programming on Academic Performance and Student Engagement	█																					
5	Ryerson - University Access, Engagement, Retention and Success of Underrepresented Populations	█																					
6	Queen's - Supported Learning Groups (SLG) in Residence																						
7	Niagara - A Study of Academic Advisement in the Partners Program: A Project to Increase University Access	█																					
8	Brock - Learning Skills Enhancement Strategy	█																					
9	Brock - Statistical Variances in Student Financial Aid: Is Less More?	█																					
10	Ryerson - High Stakes Learning: Improving Educational Quality Through Learning Groups for Probationary Students	█																					
11	Cambrian - Mental Illness in the Post-Secondary Population	█																					

Note: Projects and timelines subject to change.



Process for Final Reports

- Peer Review Panel comprised of external scholars with relevant expertise to be formed in April 2009
- Monthly review of final reports will commence in July 2009
- Monthly publication of final reports will likely commence in January 2010



Thank You!

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