Assessment Objective for the CSF Program

To assist with program improvement for the future, three main objectives were established to determine: (1) current programming practices for CSF & PP; (2) ways stakeholders overlap in obtaining information, outreach, and providing services; and (3) gaps in consistency and efficiency for streamlining information, workflow and collaborative efforts.
Methodology
A mixed methods approach using quantitative and qualitative methods was implemented. An online survey of stakeholders was used to gather data regarding the strengths and weaknesses of the CSF program. This data helped inform questions for a focus group conducted via conference call and in-person.

Stakeholder satisfaction with notifications and timelines

The above chart shows the timing of when and how the CSF program coordinator was notified about students who were CSF scholars. The focus group was not very satisfied or very dissatisfied with the current practices. They were dissatisfied, neutral, or satisfied.

Question:
To what extent can we determine and streamline current programming practices for the College Success Foundation and Passport Incentive Scholars for all stakeholders?

Stakeholder Response:
Improve partner communication and data sharing methods between CSF support staff and Western support staff.

Methods used to reach out to CSF students by stakeholders

In-person advising, email, and social media were the most frequent methods used.
Recommendation: Find ways to better track and identify who CSF and Passport students are at WWU

Outcome:

• One list of students will be provided to SOS from CSF
• List will be cross checked with Admissions Office at WWU
• Final list will be provided no later than November by CSF

Recommendation: Find ways to improve communication between CSF and WWU

Outcome:

• Beginning fall quarter, monthly team meetings between all the Western staff and regular visits or calls are underway
• Streamlined communication and data sharing has been initiated