

ANNUAL REPORT OF GOALS AND MEASURES 2014-2015

Early Outreach and Support Programs

TRiO
Upward Bound Projects



A Division of Student Affairs
California State University, Chico

TRIO/UPWARD BOUND PROJECTS

Note: Upward Bound is a TRIO program funded by the United States Department of Education to provide academic support services to low-income, first generation college bound high school students. The mission statement and program goals (objectives in the U.S. Department of Education framework) are specified by federal regulations and policies and cannot be altered without approval from a program officer at the U.S. Department of Education.

I. Mission Statement

The mission of Upward Bound is to increase the rate at which participants complete secondary education and enroll in and graduate from institutions of postsecondary education.

Diversity

The Upward Bound Program serves a diverse population of participants with the common goal of assisting all to pursue postsecondary education. In 2014-2015, the program served 325 participants. Of those, 96% met both the federally established low-income guidelines and were considered first generation college bound students. The ethnic background of the 325 participants was:

- 39 % Latino
- 38 % Asian
- 16 % Caucasian
- 3 % African American
- 2 % East Indian
- 2 % Native American

Recruitment

Of the 92 participants that graduated from high school in 2015, 35 or 38% will attend CSU, Chico in the fall. Although Upward Bound encourages participants to attend any university of their choice, their familiarity with our campus and its close proximity to home make it the most popular college of choice for the majority of our students. The six-week summer residential program is key to introducing participants to Chico State. Living in the residence halls, attending class in the various campus buildings, using the library, and being issued a Chico State Wildcat card all while in high school serve to make Chico State feel like home to our participants.

Retention/Satisfaction

Although our projects are funded to serve participants while in high school, we offer just as much support to our graduates that attend Chico State. Our prominent office/computer lab space in the Student Services Center, coupled with the years' long relationship we have with our students serves to keep them connected with our program as they pursue their college degree. The Upward Bound office is open Monday thru Friday from 7AM to 6PM and students come to see our space as their home on campus. Some of the services offered to participants include:

- Use of computers (25 computers)
- Free printing
- Academic advising
- Use of conference room for group projects
- Use of kitchen
- Storage space (many students commute in from neighboring towns)
- Student Organization meeting space (UBAA, Hmong Student Assoc., etc.)
- Equipment loan program (laptops, cameras, video cameras, iPads, calculators, etc.)

Aside from the services mentioned above, The Upward Bound Alumni Association (UBAA) helps to keep many former students connected. Recognized as a CSUC student organization in 1992, the UBAA serves to encourage civic engagement amongst our students. They serve on numerous student panels for Upward Bound as well as the Office of Admissions, and even award an annual scholarship to a current Upward Bound and CSUC student. Forty CSUC students were listed as current UBAA members during the 2014-2015 academic year.

Graduation

The topic of college graduation begins early in Upward Bound. During the summer before their high school senior year, all participants are required as a class project to complete a five-year graduation plan. Each student becomes keenly aware of the courses required for their major and the sequence in which they must be taken. Once enrolled at Chico State, students are encouraged to establish a relationship with their department advisor early on in order to graduate in a timely manner. The Upward Bound Alumni Association hosts an annual Graduation Celebration for graduating seniors. This event takes place at the Chico Women's Center and serves to honor the graduates as well as to encourage current undergraduate students.

II. Departmental Accomplishments

- Implemented the Online Tutoring Program at Lindhurst High School
- Celebrating 50th Anniversary of CSU, Chico Upward Bound Program
- Developed an iBook that focuses on college preparation
- Recorded the greatest number of donations towards the Amy Kee scholarship endowment. The Amy Kee Award was created in 2001 to honor the memory of a former Upward Bound Resident Advisor. Since its inception, the endowment has awarded 33 scholarships to Upward Bound seniors entering college. In 2014-2015, 17 contributions were made.
- Our staff presented a workshop at the largest regional educational equity conference (WESTOP) in Santa Clara, CA focusing on our use of technology when connecting with students. The presentation expanded on our use of iPads to tutor students in far-to-reach schools, educational apps that aid in tutoring, and electronic advising options. The workshop was well received and attendees appreciated the step-by-step instruction that will allow them to replicate these practices in their respective TRIO programs.
- Created a comprehensive paperless academic advising sheet. Academic advising is a critical component of our program and one that requires a tremendous amount of paperwork (transcripts, case notes, college entrance test scores, etc.). What used to require a binder full of documents is now consolidated into password protected iPads. The paperless advising sheet allows each Program Advisor to record student grades, access transcripts in Dropbox, record case notes, store test scores and even connect students to universities of their choice virtually. Advising, whether it occurs during the summer program or at one of our 18 high schools, is simplified by the fact that all information is easily accessible and even more secure through our use of technology.
- Established connections with new campus and community partners that include The Museum of Anthropology, Chico Community Observatory, CSUC Planetarium, CSUC Human Identification Lab, and Airspray Aviation Services. These newly established partners allow our students to connect their summer coursework with future majors and careers in the STEM fields.
- For the first time, Upward Bound was invited to host its own Cash 4 College (C4C) workshop. C4C workshops are facilitated through the California Student Aid Commission and are intended to guide parents and students through the financial aid application process. Workshops that record more than 20 participants qualify for a \$500 scholarship for one of the participants. Upward Bound hosted two workshops and was also randomly selected as one of four Northern California workshops to win a \$2,000 scholarship. Cynthia Wen (Chico H.S.) was the lucky recipient and will use those funds as she enters Butte College in the fall.

- **Student Accomplishments:** Our 2015 high school graduating class of 92 students worked diligently to apply for scholarships in order to supplement the state and federal aid they were offered. Although many were awarded numerous scholarships, the following students stand out for receiving nationally recognized scholarships.
 - Cindy Cha – Dell Scholarship (\$20,000)
 - Simran Chahal – Full ride scholarship to UCLA
 - Pa Zong Lor – Dell Scholarship (\$20,000)
 - Dwight Ong – Gates Millennium Scholarship (All expenses paid)
 - Huy Pham – Dell Scholarship (\$20,000)
 - Qaday Robinson – Gate Millennium Scholarship (All expenses paid)
 - Ivan Urena – Dell Scholarship (\$20,000)
 - Aman Williams – Full ride scholarship to Virginia State University
 - Angela Yang – Dell Scholarship (\$20,000)

Highlights:

- **Implemented the Online Tutoring Program at Lindhurst High School** – In an attempt to manage high travel costs and still connect with our students on a weekly basis (as required by federal grant regulations), we sought an alternative means that would still produce quality results. Lindhurst High School is the farthest partner school. With the support of school administration, we created an online tutoring approach that proved to be even more successful than traditional face-to-face contact. We established an Upward Bound classroom at the school equipped with iPads and laptops. Using Skype (online video chat program) and Twiddla (online white board), our tutors connected virtually with students in the classroom and at home to offer hands-on tutoring and guidance on a weekly basis. The benefits of this new format included:
 - An increase in use of technology for academic purposes by students
 - Less interruption of class time, since many students were tutored at home
 - Greater access to technology because students were allowed to check out laptops and iPads to use at home
 - An estimated savings of \$10,000 in tutor travel (one academic year)
 - Increased presence of Upward Bound at the school
 - Greater sense of community with students using the UB classroom during lunch and afterschool.
 - More support for Upward Bound students as they had access to free printing, calculators, school supplies, snacks.

- **Celebrating 50th Anniversary of CSU, Chico Upward Bound Project** – We’re extremely proud to celebrate such a milestone, as there are only a handful of programs throughout the country that share our longevity. Thousands of underrepresented students from throughout the North State have taken advantage of program services and pursued higher education. On September 19, 2015 we will celebrate by hosting a 50th Anniversary Gala in the Bell Memorial Union Auditorium where we hope to connect with hundreds of former participants and raise funds for our scholarship endowment. We look forward to highlighting our program’s growth, having expanded from one grant that initially served 50 youth to four grants that now offer services to 325 participants from 18 partnership high schools.

- **Developed an iBook That Focuses on College Preparation** – After years of searching for the ideal textbook that would incorporate every piece of relevant college preparation information, the program developed an iBook that allowed us to do just that. The iBook titled, “*A Guide Towards Higher Education for First Generation Students*” provides detailed college preparation information with text and embedded videos and PowerPoint presentations. The book is designed specifically for our six-week summer program format but still allows students to review the material throughout their senior year. The chapter titles include:
 - Chapter 1 – *Understanding College Admission Requirements*
 - Chapter 2 – *Exploring and Selecting a Major*
 - Chapter 3 – *Understanding How to Pay For College*
 - Chapter 4 – *Developing a 5 Year Graduation or Transfer Plan*

III. Changes in Policies and Procedures

N/A

IV. Resources Summary

Budget Summary:

Original Upward Bound Grant

June 1, 2014 – May 31, 2015

Served 125 participants

- | | |
|------------------------|------------------|
| • 2014-2015 allocation | \$560,000 |
| • 2013-2014 allocation | 530,714 |
| • Increase | (29,286) |

Upward Bound II Grant

September 1, 2014 – August 31, 2015

Serves 76 participants

- | | |
|------------------------|------------------|
| • 2014-2015 allocation | \$339,380 |
| • 2013-2014 allocation | 321,630 |
| • Increase | (17,750) |

Upward Bound Math & Science

September 1, 2014 – August 31, 2015

Serves 56 participants

- | | |
|------------------------|------------------|
| • 2014-2015 allocation | \$250,000 |
| • 2013-2014 allocation | 236,925 |
| • Increase | \$13,075 |

Upward Bound STEM

October 1, 2014 – September 30, 2015

Serves 60 participants

- | | |
|------------------------|------------------|
| • 2014-2015 allocation | \$250,000 |
| • 2013-2014 allocation | 236,925 |
| • Increase | \$13,075 |

Summer Foods Service Program

June 1, 2014 – May 31, 2015

Served 220 participants

- | | |
|------------------------|-----------------|
| • 2014-2015 allocation | \$46,124 |
| • 2013-2014 allocation | 45,885 |
| • Increase | \$139 |

Workforce Investment Act

July 1, 2014 – June 30, 2015

Served 54 participants

- | | |
|------------------------|-----------------|
| • 2014-2015 allocation | \$53,017 |
| • 2013-2014 allocation | 47,000 |
| • Increase | (\$6,017) |

Amy Kee Scholarship Endowment

- 2014-2015 total \$27,429.20
- 2014-2015 contributions \$2,052

Total funds for 2014-2015 **\$1,525,950.20**

Staffing:

Permanent Staff (10)

Maria Moreno – Project Director, 14 years

Grant writing, fiscal and overall administrative oversight of 11 Projects, staff supervision, training and evaluation, program reporting.

Cesar Alvarez – Assistant Director, 15 years

Oversight of technology (purchase, maintenance, security, etc.), student recruitment, annual reporting to the U.S. Department of Education, computer science instructor during summer program.

Pauli Watts – Administrative Analyst, 16 years

Day to day fiscal oversight of projects, process reimbursements, check requests, cash requests, student stipend distribution, staff payroll.

Chue Yang – Analyst/Programmer, 8 years

Oversee File Maker Pro database to ensure accurate service delivery to students and annual reporting, computer science instructor during the summer program, design and maintenance of program's website and servers.

Peggy Devol – Office Manager, 5 years

Provides administrative support to staff, oversees computer lab maintenance, supervises student assistants, ensures participant files have all required documentation and oversees inventory of program equipment.

Zach Barrett – Upward Bound Original Program Advisor, 8 years

Manages a caseload of 63 participants in the Original Program, provides academic advising and guidance, oversees the tutoring component, supervises tutors, plans college visits, serves as the liaison to four high schools, instructor for Senior Seminar course during the summer program.

Carmelo Miranda – Upward Bound Math & Science Program Lead Advisor, 5 years

Serves as the Lead amongst the five UB Program Advisors and facilitates monthly Advisor meetings to ensure consistency amongst four Projects, manages a caseload of 56 participants in the Math and Science Program, provides advising and guidance, oversees the maintenance of the program's iPads, plans college visits, serves as the liaison to seven high schools, Instructor for Senior Seminar course during the summer program.

***Jasmine Ramos – Upward Bound II Program Advisor, 6 months**

Jasmine is the newest addition to our team, as she was hired in December of 2014. She is a graduate of our Math and Science Program, therefore is extremely familiar with our program. Jasmine graduated from CSU, Chico in the spring of 2013 with a Bachelor's degree in Health Science Administration. While she earned her undergraduate degree, Jasmine also served as a Head Resident Advisor in our program. Jasmine oversees 76 Upward Bound II students from six partnership high schools.

Maria Rivera-Xiong – Upward Bound STEM Program Advisor, 1 year

Manages a caseload of 60 participants for our newest grant and serves as the liaison to six high schools, oversees the Cash 4 College Workshops, plans college visits for participants in their junior year of high school, manages the student leadership component during the summer program and is an Instructor for Senior Seminar course.

Pa Vue – Upward Bound Original Program Advisor, 3 years

Serves as the liaison to four partner high schools and manages a caseload of 62 participants, overall responsibility for planning and execution of annual career fair, graduation ceremony, senior celebration event, serves as the lead in tutor training and education as well as overseeing nine temporary summer program staff.

Temporary Staff (102)

62 employees are hired during the six-week summer residential program. The positions range from Resident Advisors, Instructors, Community Service Project Coordinators, Night Supervisors and Work Group Supervisors.

During the academic year, a total of 35-40 tutors are hired so that we are able to make meaningful contact with students at their respective high schools on a weekly basis. Overall, the program employs approximately 102 staff members annually.

Facilities/Equipment:

N/A

V. Program Evaluation for Past Year

Note: The following Annual Objectives data corresponds to the 2013-2014 academic year. Due to the U.S. Department of Education reporting requirements, Upward Bound grantees complete annual reports in December of every year, therefore 2014-2015 data is not yet available. All other information included in this report (highlights, program goals, etc.) correspond to the 2014-2015 academic year.

Annual Objectives 2013-2014

1. **Academic Performance Grade Point Average (GPA):** 75% of participants served during the project year will have a cumulative GPA of 2.5 or better on a four-point scale at the end of the school year.

Exceeded – 92% of the 325 participants served during the project year, had a cumulative GPA of 2.5 or better.

2. **Academic Performance Test:** 65% of UB seniors served during the project year, will have achieved at the proficient level on state assessments in reading/language arts and math.

Exceeded – 99% of the UB seniors served during the 2013-2014 project year achieved proficiency before graduating high school.

3. **Secondary School Retention and Graduation:** 85% of project participants served during the project year will continue in school for the next academic year, at the next grade level, or will have graduated from secondary school with a regular secondary school diploma.

Exceeded – 100% of participants served during the 2013-2014 academic year continued in school at the next grade level or graduated with a diploma.

4. **Secondary School Graduation:** 65% of all current and prior year UB participants, who at the time of entrance into the project had an expected high school graduation date in the school year, will complete a rigorous secondary school program of study and graduate that year with a regular secondary school diploma.

Exceeded – 91% of participants graduated high school having completed A-G coursework.

5. ***Postsecondary Enrollment:*** 80% of all current and prior UB participants, who at the time of entrance into the project had an expected high school graduation date in the school year, will enroll in a program of postsecondary education by the fall term immediately after high school graduation or will have received notification, by the fall term immediately following high school, from an institution of higher education, of acceptance but deferred enrollment until the next academic semester (e.g. spring semester).

Exceeded – 97% of graduates in 2014 enrolled in college immediately following high school.

6. ***Postsecondary Completion:*** 60% of participants who enrolled in a program of postsecondary education, by the fall term immediately following high school graduation or by the next academic term (e.g. spring term) as a result of acceptance but deferred enrollment, will attain either an associate's or bachelor's degree within six years following graduation from high school.

Not met - 44% of participants received their degree within six years, although the data shows that the majority of the remaining participants (approximately 20%) were still enrolled in their seventh year.

VI. Ongoing Assessment Efforts

Statistics on Program Usage

Online Tutoring Program at Lindhurst High School

- Weekly contact jumped from 87% to 93%
 - Upward Bound regulations state weekly contact must be made with every participant. The traditional face-to-face tutoring required the student to leave a class and attend tutoring. The new online format allows students to access tutoring services from home and on weekends, therefore increasing the percentage that sought tutoring services because of the flexibility.
- 62% of contact was 45 minutes or more
 - Permitting students to check out a laptop and iPad and connect with their tutor from home allowed for longer tutoring sessions. Before the introduction of online tutoring, only 33% of tutoring sessions were 45 minutes or longer. Online tutoring allowed for a 29% increase.

Upward Bound Office Computer Lab

- Students accessed the computer lab 6,537 times in the 2014-2015 school year.
 - The UB office has 25 desktop computers and free printing accessible to former participants now attending CSU, Chico. The program also has an equipment loan program where students can check out a laptop computer for a two-week span.

2014 Summer Residential Program

- 17 academic courses offered
 - Physics, calculus, anatomy, College English, Japanese, Robotics and Computer Science were some of the many courses offered to participants. A survey of summer program participants reported 86% felt more prepared for future coursework at their respective high schools.
- 126 hours of Instruction
 - 201 participants completed the summer program with more than one hundred hours of instruction that served as preparation for the following academic year. Aside from class time, students also received up to three hours of daily tutoring to assist with comprehension of coursework.

VII. Analysis: What actions need to occur to move to the “next level”?

- **Create Alumni Tracking Database** – Although extensive data is collected for participants while in high school, the same is not true as they leave our program and graduate from various postsecondary institutions. We are currently building an Alumni database that will warehouse the most up to date contact information of former program participants. With assistance from professional and social media sites as well as national alumni tracking programs, we hope to record contact information for at least 100 former students in the next academic year. Alumni are a great resource as they serve as role models and mentors for our current participants. We constantly seek our alumni for our career fairs, as guest speakers and for professional panels.
- **Restructure Temporary Staff Positions** – Upward Bound employs an average of 100 temporary staff in one calendar year. With the minimum wage increase set to take effect in January of 2016 and the sick leave hour policy for temporary workers just put in place July of 2015, we must evaluate our personnel budget. These two laws will translate to a potential \$26,000 increase in personnel funds that will need to be cut from somewhere else. Introducing online tutoring to more schools and perhaps

virtual advising, will hopefully allow us to balance competitive pay for employees and little to no decrease in services to students.

VIII. Goals for the next academic year

- **Expand Online Tutoring Program** – The online tutoring pilot program at Lindhurst High School was such a success, that we are working to replicate it for the 2015-2016 academic year. Plans are currently underway to purchase the necessary technology (10 additional laptops and 10 iPads) to move to a strictly online tutoring format at either Red Bluff or Oroville High School. Red Bluff is an 88 mile round trip, so the online format would eliminate travel costs altogether (\$1,250 in mileage reimbursements and \$2,100 in tutor wages for travel time). Aside from financial gains, the participants would benefit from greater access to technology via our laptop and iPad loan program. Although Oroville High School is not a far distance, there are many benefits to switching to an online tutoring program. Upward Bound currently serves 32 participants at Oroville HS and many take rigorous advanced placement courses that make it difficult for them to leave class and attend a tutoring session. Online tutoring would allow them access to tutoring from home, whether it be weeknights or weekends.
- **Grow Amy Kee Scholarship Endowment** – Amy Kee served as a Resident Advisor for our program in the summer of 2000. Sadly, she passed away in the spring of 2001, but her family spoke of how much Amy loved working with Upward Bound students. With the help of her family, a scholarship endowment was created that awards financial assistance to CSU, Chico Upward Bound graduating high school seniors. In fourteen years, Amy's scholarship has helped fund the education of 33 Upward Bound students. We would like to award four scholarships annually, but in order to reach that goal, we need to grow the endowment. With assistance from the Office of Advancement, a new Amy Kee Scholarship brochure will be created by the fall of 2015 to solicit contributions. Plans are also underway to distribute an annual newsletter to program alumni that will serve to connect them back to our program and encourage them to contribute towards the next generation of Upward Bound students.
- **Prepare Students for Careers in Medicine** – A large majority of our two Upward Bound Math and Science Program participants are interested in entering the field of medicine. Currently, participants take part in visits to local medical facilities that give them a good introduction to the many medical careers available, but we plan on expanding those efforts. Staff is currently looking into introductory coursework or career placements that would give participants a hands-on introduction to medicine.