Link to Strategic Plan	Outcome	Assessment/ Measures and Target Performance Levels	Strategies to Achieve Target Performance Level	Result: Data results	Analysis	Action Plan
2	Ensure student persist through their first two semesters	80% persistence rate	Provide Academic and Social Workshops to build student engagement. Academic coaching assigned to those who need academic support. Intrusive counseling provided to students to ensure they receive a schedule that meets their preferred wants/needs. Offer a Freshman of the year award as an incentive for academic achievement because students are less likely to stop out if they are performing well academically.	94.2%	Target exceeded. Additional analysis possible with more data	Continue to engage new students and offer them exemplary service.
2	Ensure students are in good academic standing	75% of participants in good academic standing	Recognize students who are doing well academically. Issue progress reports to students who have below a cumulative 2.5 grade point average or a semester average of 2.0 or below to try to address the issue before it dramatically affects the cumulative GPA. Students who are not doing well are assigned an academic coach to add an additional layer of support and the coach serves as a contact for the TLC Counselor. Our lower achieving students are placed in the Phoenix Project which provides additional monitoring and mentoring for struggling learners.	85.8%	Target exceeded. Additional analysis possible with more data	Continue to issue progress reports to professors of students who has a cumulative gpa below 2.5 and all new students. Collect data on professors who demonstrate the ability to reach first-generation students and try to promote their courses to our students. Continue to conduct student surveys to provide data to enhance programming and services
2	Ensure students graduate	50% of students graduate in six years	We use the cohort management model where we evaluate students based on their particular cohorts. We provide support to our juniors and seniors through upper class graduation preparation workshops, graduation audits, financial aid workshops, and degree completion forecasts. We lay out a map towards graduation that includes courses required and credits needed to complete their program. This model has proven to be effective but we modify our approach based on the particular student and level of activity. Every year the program staff reach out to students in the particular cohort to ensure compliance with our federal mandate	58.3% (Possibly 64.5% after summer II completes)	Target exceeded. Additional analysis possible with more data	Conduct assessments of this cohort to determine what made them so successful in completing their programs. Continue to engage students on a personal level to form an attachment to the program and university. Market the success of the program to encourage other participants to complete their programs to continue the legacy of success. Expand academic coaching program for students with GPS below 2.3