



## Services for the Student Success Center Network

# Evaluating Center Impact

Updated April 2019 | Valid through 2020

JFF is partnering with Research for Action (RFA) to help Student Success Centers (SSC) track activities, outcomes, and impact based on the SSC Theory of Change (TOC). RFA will provide supports that include:

- ▣ **Level 1:** An SSC Progress Dashboard that allows Centers to track activities, outputs, and outcomes, including college participation in events, stakeholder engagement, and progress on intermediate outcomes (such as progress on college implementation of guided pathways and increased knowledge of best practices). RFA will also develop a bank of survey items that Centers can use to gain feedback on Center activities and input from stakeholders on strategic planning.
- ▣ **Level 2:** Support and guidance on using the dashboard and associated tools provided at convenings hosted by JFF and partners; reports on cross-state trends in Center activities and strategies.
- ▣ **Level 3:** Individualized SSC Activity Reports summarizing individual SSC activities and outputs related to implementation of the Theory of Change components and progress indicators, informed by the documentation templates and survey items.

### RFA Lead:

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### Requesting Services:

To request any of these services please work directly with your JFF state team.

### Key to Levels of Service

**Level 1: Online Tools and Resources** such as research publications, policy briefs, recorded webinars, and virtual tools and templates

**Level 2: Training, Convening, and Peer Learning** such as Network-wide workshops and webinars, group consultation with national providers, and leadership development opportunities

**Level 3: Customized Services** such as state-specific coaching and consultation, institutes, and trainings customized for Centers based on readiness and need for deeper, individualized support



## DETAILS ABOUT ONLINE TOOLS AND RESOURCES (LEVEL 1):

### SSC Activity Dashboard

- RFA will develop and launch a data collection and analysis toolkit to help the SSCs 1) track their progress based on the range of activities identified in the Theory of Change and 2) more effectively collect engagement and survey data on the effectiveness of their services.
- RFA will work with JFF and an advisory committee of SSC staff to develop indicators that capture the strategies included in the range of activities SSCs conduct as defined in the TOC.
- The dashboard will include a Center self-assessment on progress associated with TOC indicators, as well as tools to facilitate the collection of data and the creation of reports.
- The dashboard will allow SSC staff to collect information and report regularly on their work in a systematic way. The dashboard will be developed through the input of Center staff via surveys and focus groups, and will be piloted by a subset of interested Center executive directors (EDs).

### Survey Bank

- RFA will collaborate with JFF and Center staff to develop a bank of survey items that SSCs can use to collect data on the perceptions of those who have accessed their services and programs. The survey items will be pilot-tested with a sample group of SSC EDs and then revised as needed.

## DETAILS ABOUT TRAINING, CONVENING, AND PEER LEARNING (LEVEL 2):

### Progress Dashboard

- The *Toolkit Platform* will be launched at JFF's SSCN Meeting in January 2019, at which time RFA will provide training on how to use the resources included; ongoing technical assistance will also be available.

### Analysis of Cross-State SSC Activities

- On an annual basis, RFA will provide Centers with an analysis of cross-state trends in Center activities and strategies, including convening strategies and college and stakeholder engagement. JFF and RFA will use this analysis to lead Network-wide discussions about approaches to achieving Center and Network goals.