



**INTER AMERICAN UNIVERSITY OF PUERTO RICO
SAN GERMÁN CAMPUS**

STUDENT SERVICES PROVIDED

**AGNES MOJICA, CHANCELLOR
MAY, 2019**

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ABSTRACT

This document compiles data gathering information regarding the support services that the San Germán Campus offers to its students. The student profile at the Inter American University of Puerto Rico, San Germán Campus Fall 2018 is composed of 77.5% undergraduate students, 15% at the graduate level, and 7.5% enrolled in technical certificate programs (Statistical Report, 2018). Retention rates at the undergraduate level reflect an increase of 9%. At the graduate level, a 4% of retention rate increased was reflected. Undergraduate graduation rate increased by a 3% for a total of 44%. A significant decrease of 9% in Master's graduation rates was observed, which still reflects the aftermath hurricane María impact on our graduate students' economic reality. The Graduate Studies School and Research developing strategies on one on one basis to the students who not complete their graduation in 2017-18 to finish their degree on December 2018.

Data attests to the excellent services provided to the students, so that they can achieve their educational goals.

- During the past four years, the Center for Professional Counseling has served 28,341 students.
- During the past five years, The University Learning Center has offered 6,438 mentoring services, 4,894 tutoring services, 12,462 students have used the LAB facilities, and 167 conferences were offered to help students adjust to their new college life.
- In the past five years, Route to Success, a successful program for freshmen students, has helped 1,172 first year students adapt to their first year of college providing the necessary tools for students to succeed in their freshman year and to achieve their educational goals.
- The Child Daycare Center served 715 children contributing to their development in the past five years.
- College Assistance Migrant Program served 50 freshmen students offering tutoring, counseling, and economic aid to help them in their transition to college life. This program began in 2017.
- Other services offered to the university community include chaplaincy services, library services, residence halls services, and technological support services.

INTRODUCTION

This report provides an overall view of the support services offered by the Inter American University, San Germán Campus during the past five years. It includes the student profile and retention and graduation rates at both the undergraduate and graduate levels; furthermore, other support services such as: support services offered by the Center for Professional Counseling, University Learning Center (CUA), Child Daycare Center, College Assistance Migrant Program (CAMP), students' scholarships, chaplaincy, security, library resources, technology and residence hall services are included as well.

STUDENT PROFILE

The Student profile in the San Germán Campus during the academic year 2018-2019 is provided below. During the first semester of term 2018-2019, four thousand four hundred fifty (4,450) students completed their registration.

Undergraduate Level

- 3,450 students – 77.5%
- Of the total of registered students, 52% were female and 48% male.
- Average age was 21.25.
- Sixty-seven (67) municipalities are represented, but most students come from the Southwestern area of the island, from the towns of: Cabo Rojo, Hormigueros, Lajas, Mayagüez, Sabana Grande, San Germán and Yauco.
- 13 (0.4%) of the students were foreigners from countries such as: Europe, Venezuela and United States: Connecticut, Florida, Maryland, New York and Texas.

Graduate Level

- The number of graduate students registered for this year was 663 (15%), out of which 275 were enrolled in doctoral programs (41%) and 388 were enrolled in master's programs.
- Of the total of registered graduate students, 65% were female and 35% male.
- Average age for master's students was 31 and 42 for doctoral students.
- 24 (3.6%) of the students were foreigners from countries such as: United States: Alabama, California, Connecticut, District of Columbia, Florida, North Carolina, Ohio, Pennsylvania, Texas and Virginia.

Technical Certificate Level

- The registration for technical certificates amounted to 337 students (7.5%).
- Of this total of registered students, 49.6% were female and 50.4% male.
- Average age was 22.16.

RETENTION RATES

Undergraduate

The results obtained in the retention area reflect the quality of the services offered to the university community. The increase in student retention rate illustrates the excellent quality of services offered in the areas of: tutoring, mentoring, counseling, extracurricular activities, and cultural activities planned annually. Activities such as Route to Success, allow students to develop strategies in order to effectively adapt to university life. In addition, we have incorporated new strategies such as ERDU Advising and follow-up of students' study programs. These efforts have resulted in a 9% increase in retention rates of undergrads for a total of 80% retention.

Table #1 shows the undergraduate student retention rates for Cohort 2014 -2016.

TABLE #1. RETENTION RATES - COHORTS 2014-2016			
UNDERGRADUATE STUDENTS			
Cohort	Base	Retention	%
2014	735	578	79%
2015	700	497	71%
2016	703	559	80%

Source: IPEDS Registration Questionnaire 2015-16 (Cohort 2014), 2016-17 (Cohort 2015) y 2017-18 (Cohort 2016).

Graduate Students

Graduate students are offered a variety of professional growth activities; in addition to, discussion of topics of interest and economic aid assistance, so that they can fulfill their academic goals. There is a 1% increase in retention rate at the Master's graduate level and a higher retention rate at Doctoral level of 85%.

Using funds from Title V-Part B, the School for Graduate Studies & Research has paid tuition for 27 students during the last four years; in addition, each student received small stipends.

Table #2 shows the graduate student retention rates for Cohort 2014-2017 (Master's and Doctoral levels).

TABLE #2. RETENTION RATES - COHORTS 2014-2017			
GRADUATE STUDENTS MASTER'S LEVEL			
Cohort	Base	Retained	% Retention
2014	96	66	69%
2015	112	79	71%
2016	121	91	75%
2017	93	71	76%
RETENTION RATES - COHORT 2016 GRADUATE STUDENTS DOCTORAL LEVEL			
Cohort	Base	Retained	% Retention
2016	35	30	86%

Source: IPEDS Registration Questionnaire 2015-16 (Cohort 2014), 2016-17 (Cohort 2015) y 2017-18 (Cohort 2016).

GRADUATION RATES

Undergraduate

The graduation rate at the undergraduate level has increased by 3% for a total of 44%. We continuously make the necessary adjustments and monitor the students, so that they can achieve their academic goal. Table #3 shows the graduation rates of cohort 2009-2012 (Undergraduate Level).

TABLE #3. GRADUATION RATES - COHORTS 2009-2012				
UNDERGRADUATE LEVEL				
Cohort	Base	Graduated in 4 years or less	Graduated in 5 years or less	Graduated in 6 years or less
2009	697	83	185	235
	100%	12%	27%	34%
2010	688	70	182	237
	100%	10%	26%	34%
2011	667	83	203	273
	100%	12%	30%	41%
2012	650	88	210	289
	100%	14%	32%	44%

Source: IPEDS Graduation Questionnaire 2015-16 (Cohort 2009), 2016-17 (Cohort 2010), 2017-18 (Cohort 2011) and 2018-19 (Cohort 2012).

Graduate Students

The graduation rate of graduate students at the Master's level has decreased by 9% for a total of 57%. Table #4 shows the graduation rates for Master's and Doctoral levels.

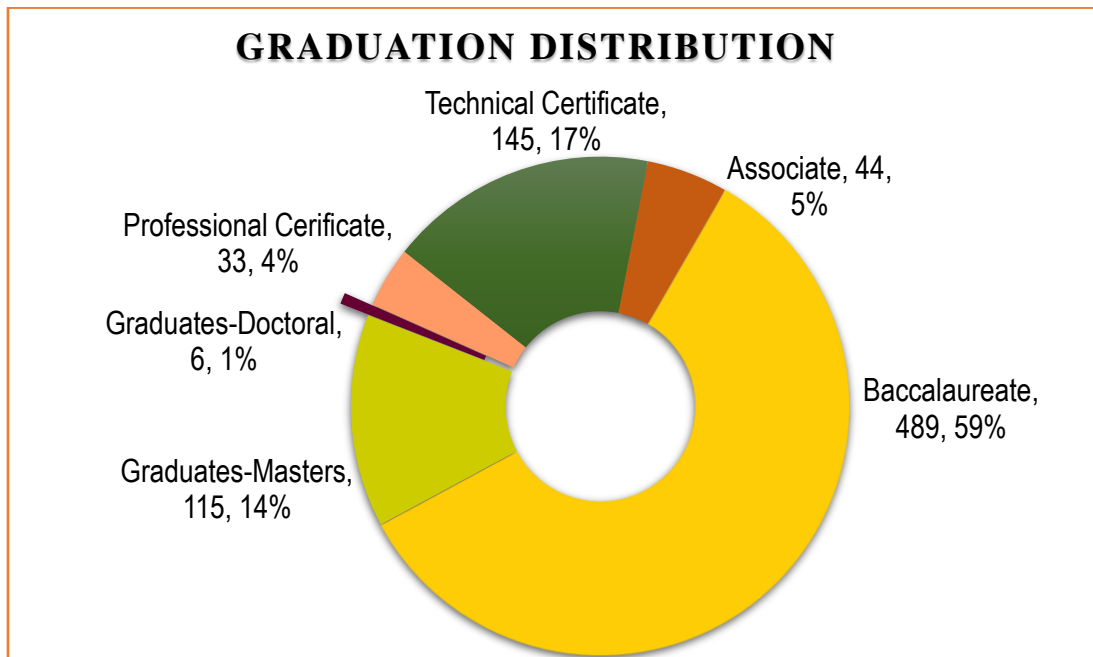
Table #4. GRADUATION RATES: MASTER'S LEVEL			
Cohort	Base	Graduates	% Graduation
2011	92	40	43%
2012	103	44	43%
2013	103	59	57%
2014	96	46	48%
GRADUATION RATES: DOCTORAL LEVEL			
Cohort	Base	Graduates	% Graduation
2011	13	3	23%

Source: IPEDS Graduation Questionnaire

Graduation Rate and Distribution by Levels

In the past year, the total number of graduates reveal a distribution of 59% Baccalaureate, 19% Graduate, 17% Certificate and 5% Associate. Figure 5 shows the graduation distribution in the past year (2017-2018).

Figure 1. Graduation Distribution



Source: Statistical Report 2018-19

SUPPORT SERVICES

Professional Counseling Center

Students receive counseling geared toward career planning and educational and vocational planning. Other services offered consist in offering help in job employment, future career planning, and everything related to this through the administration of Harrington O'Shea tests and access to link miproximopaso.com. Table #5 shows the students served by the Professional Counseling Center from 2015-2019.

TABLE #5. STUDENTS SERVED	
Academic Year	Students Attended *
2015-2016	6,226
2016-2017	9,766
2017-2018	6,904
2018-2019	5,445
Total	28,341
* Personal, educational, vocational and academic counseling services to students	

Source: Professional Counseling Annual Report

University Learning Center

The University Learning Center (CUA for its Spanish acronym) plays an important role in increasing student retention rates and student academic success, as it helps to develop a learning community.

Mentoring Experiences

The Mentoring Program offers newly enrolled students the opportunity of receiving counseling, advice, orientation, and support as they adjust to the college community. Table #6 summarizes the mentoring experiences offered for the past 5 years (2014-2019).

TABLE #6. MENTORING EXPERIENCES	
YEARS	STUDENTS
2014-2015	359
2015-2016	1,160
2016-2017	2,254
2017-2018	1,390
2018-2019	1,275
Total	6,438

Source: CUA Annual Report

Tutoring

The Tutoring Program provides students with follow-up during their early college formation by providing individualized tutoring on a one-to-one basis or by offering tutoring to a small group. It focusses on the different learning styles of students. Tutoring has become a fundamental strategy that provides support to students as they go through a process of adaptation, development and personal growth.

Table #7 summarizes the tutoring services offered for the past 5 years (2013-2019).

TABLE #7. TUTORING SERVICES	
YEARS	STUDENTS
2014-2015	652
2015-2016	986
2016-2017	948
2017-2018	1,113
2018-2019	1,195
Total	4,894

Computer laboratories (CUA)

Computer LABS offer technical support to the entire college community. Table #8 illustrates students' use of the Computer Lab facilities of the University Learning Center (CUA, for its Spanish name) for the past five years (2014-2019).

TABLE #8. COMPUTER LAB USE	
YEARS	STUDENTS
2014-2015	1,706
2015-2016	1,686
2016-2017	3,454
2017-2018	1,830
2018-2019	3,786
Total	12,462

Source: CUA Annual Report

Route to Success Experience

This program offers support and orientation to freshmen students. Its main goal is to develop activities that help new students feel part of the institution, achieving their integration to the organizational culture of the campus. The program offers students the tools necessary for achieving a successful, new college life. Table #9 shows the total number of freshmen students enrolled in the Route to Success Experiences in the past 5 years (2014-2019).

TABLE #9. FRESHMEN STUDENTS IN STUDENT SUCCESS ROUTE	
YEARS	STUDENTS
2014-2015	221
2015-2016	170
2016-2017	307
2017-2018	276
2018-2019	198
Total	1,172

Source: CUA Annual Report

Conferences, Workshops and Trainings Experiences

Conferences and workshops are offered to help freshmen students develop the necessary tools and strategies for a successful adaptation to their new college life, so that they can achieve their academic goals. Table #10 summarizes the number of students who have participated and benefited from these conferences, workshops and training experiences in the past five years (2014-2018).

TABLE #10. CONFERENCES, WORKSHOPS AND TRAININGS	
YEARS	STUDENTS
2014-2015	32
2015-2016	44
2016-2017	38
2017-2018	20
2018-2019	33
Total	167

Source: CUA Annual Report

Child Daycare Center

Tiger's Cubs Here, has maintained the quality standards required by the accrediting agency *NAEYC*. In June 2016, the Center received re-accreditation without any negative comments until 2021. The offering of the Center was broadened allowing that members of the college community, students from all levels and the community in general could have access to the pre-school and tutoring services in an extended schedule from kindergarten to twelfth grade. Two Summer Camp sessions were made available as well.

Table #11 illustrates the number of children served for the past 5 years (2014-2019).

TABLE#11. CHILDREN SERVED	
YEARS	CHILDREN SERVED
2014-2015	169
2015-2016	159
2016-2017	118
2017-2018	154
2018-2019	110
Total	710

Source: Daycare Center Annual Report 2014-2019

College Assistance Migrant Program (CAMP)

This proposal is funded by the Department of Education of the United States. It serves 50 students from the southwestern area of Puerto Rico offering them support services in academic, economic, health, and social areas. These services help students in their transition and adjustment to college life.

Among the academic support services we can mention the following:

- Orientation and individual/group counseling (academic, vocational, and personal).
- Group/individual tutoring (3 to 4 hours a week per participant).
- Access to Computer LAB (blackboard, educosoft, projects, printing documents)

- Use of textbooks in program’s physical facilities.
- Educational field-trips
- STEM Summer Camp – Includes a course in Robotics, Use and application of technology, Conversational English, Entrepreneurship, Leadership workshops, and STEM conference with Dr. José Donate.
- Award Ceremony – This year ceremony brings together students, family and friends hoping to motivate students who are recognized for their achievements. Students are awarded for: Academic excellence (14), Academic achievement (20), Perfect attendance in counseling (15), Perfect attendance in tutoring (7) Improvement award (11) Student Mentor Medal (1) College Assistance Migrant Student Organization recognition award (9)

OTHER SUPPORT SERVICES

Financial Aid Services

The campus offers students a wide variety of financial aid. Over 90% of the students receive financial aid to achieve their academic goals. Table #12 below compares different kinds of financial aid offered in the past three years:

TABLE #12. SCHOLARSHIPS AND FINANCIAL AID				
FUND	AMOUNT ASSIGNED			
	2015-2016	2016-2017	2017-2018	2018-2019
Federal Aid				
<i>Pell Grant</i>	16,774,168	16,456,621	17,284,415	17,012,607
<i>Federal SEOG</i>	532,267	294,228	306,099	228,549
<i>Federal Perkins Loan</i>	0	0	0	0
<i>Federal Work Study Program</i>	539,742	201,845	264,386	248,601
<i>Nursing Scholarship (Bachelor)</i>	0	0	0	0
<i>Nursing Scholarship (Associate)</i>	0	0	0	0
<i>Nursing Loan ASSOC</i>	0	1,000	0	0
<i>Academic Competitiveness Grant 1st year</i>	0	0	0	0
<i>Academic Competitiveness Grant 2nd year</i>	0	0	0	0
<i>National SMART Grants 3rd year</i>	0	0	0	0
<i>Teach Grant</i>	21,436	29,358	16,760	12,103
<i>Direct Federal Loan Subsidized</i>	0	0	0	0
<i>Direct Federal Loan Not-Subsidized</i>	0	0	0	0
<i>Stafford Plus Loan</i>	0	0	0	0
<i>Direct Loan - Subsidized</i>	4,145,608	4,092,035	4,103,892	3,568,315
<i>Direct Loan – Not- Subsidized</i>	247,590	227,794	247,899	370,403
<i>Direct Loan PLUS</i>	341,329	423,061	389,284	324,094

FUND	AMOUNT ASSIGNED			
	2015-2016	2016-2017	2017-2018	2018-2019
<i>Direct Loan Plus Graduate</i>	33,000	57,668	62,622	69,043
<i>Direct Loan Grd. – Not- Subsidized</i>	3,584,046	3,822,171	4,156,227	4,360,593
Subtotal	26,219,186	25,605,781	26,831,584	26,194,308
COMMONWEALTH OF PR				
<i>Supplementary Scholarship – Graduate</i>	33,210	0	0	0
<i>Supplementary Scholarship – Undergraduate</i>	119,305	130,301	0	0
<i>Scholarship program</i>	22,275	0	0	0
<i>LEAP</i>	0	0	0	0
<i>Funds ARRA Nursing Scholarship – Bachelor</i>	0	0	0	0
<i>Funds ARRA Nursing Scholarship – Associate</i>	0	0	0	0
<i>Honor Scholarship – CEPR</i>	14,536	7,049	7,814	4,252
<i>Special Fund CEPR</i>	17,176	0	0	0
<i>Scholarships Special Areas(CEPR)</i>	5,822	34,294	42,165	28,559
<i>BETA Program San Germán</i>	0	0	102,024	150,676
Subtotal	212,324	171,644	152,003	183,487
INSTITUTIONAL SCHOLARSHIPS				
<i>Institutional Scholarship</i>	281,468	552,637	575,000	386,629
<i>Chorus Scholarship</i>	18,200	16,100	16,600	16,250
<i>Honor Scholarship (includes freshmen)</i>	324,329	339,978	415,524	431,147
<i>Campus Athletic Scholarships</i>	0	0	0	0
<i>Institutional Work and Study</i>	19,255	39,255	19,255	12,499
Subtotal	643,252	947,970	1,026,379	846,525
OTHERS				
<i>Scholarship Luis y María Sepúlveda</i>	420	1,500	1,000	340
<i>Scholarship José L. Pierluisi</i>	0	0	0	0
<i>Scholarship Jaime Rivera</i>	7,500	3,000	7,000	893
<i>Scholarship Exalumni</i>	0	2,000	0	0
<i>Scholarship Glenn Price</i>	18,750.	17,000	3,720	0
<i>Student Activities Scholarship</i>	2,500	1,035	12,000	0
<i>Fundraising Scholarship</i>	42,455	12,750	23,245	15,075
<i>Scholarship Genoveva and Keith</i>	0	0	0	0
<i>Scholarship Sars R. Sanham</i>	0	0	0	0
<i>Scholarship Belén Osiris Ruiz</i>	0	0	0	0
<i>Presidential Scholarship</i>	2,140	0	0	0
<i>Scholarship Rafael Carrión</i>	0	0	0	10,625
<i>Scholarship Santander</i>	0	0	0	500
<i>Scholarship April Sound Church for 2 Music students</i>	-	4,000	400	0
Subtotal	73,765	41,285	47,365	27,433
TOTAL	\$27,148,527	\$26,766,680	\$28,057,331	\$27,251,753

Honor's Program Scholarships

Table #13 summarizes the total amount of funds offered by the Honor's Program Scholarships for the past 5 years (2014-2019). The Honor's Program encourages a professional environment that stimulates talented students in their academic and leadership aspirations promoting an integral, holistic student development. It offers economic incentives based on academic merit.

TABLE #13. HONOR'S PROGRAM	
Years	Honor's Program Scholarships
2014-2015	\$340,000
2015-2016	\$324,329
2016-2017	\$339,978
2017-2018	\$415,524
2018-2019	\$431,147
Total	\$1,850,978

Source: CUA Annual Report

Chaplaincy Office Services

Since 2012, the Chaplaincy Office has conducted diverse activities geared toward strengthening the institution's Christian and Ecumenical values, and promoting, stimulating and enhancing the spirituality of the entire college community composed of students, faculty, administrative personnel and *Staff*. These activities include: workshops, conferences, talks, morning and evening reflections, invocations and blessings in activities, book presentations, dialogues concerning the religious phenomenon in the Americas, Protestant and Catholic religious services, and pastoral guidance in times of crisis, illness and death. Moreover, the campus has four Religious/Christian student organizations (Confraternidad Cristiana INTER denominacional,

INTER Gospel Band, FADU and Pastoral de Estudiantes Universitarios Católicos – Seguidores de Jesús). The members of these organizations have had an impact upon the entire college community through their volunteer service. Table #14 presents the number of activities offered by Chaplaincy Services in the past 5 years (2014-2019).

TABLE #14. CHAPLAINCY SERVICES		
Years	Activities	Participants
2014 – 2015	329	21,318
2015 – 2016	314	21,269
2016 – 2017	149	18,688
2017 – 2018	150	16,857
2018-2019	279	24,162
Total	1,034	102,294

Source: Chaplaincy Annual Reports

Security Services

At the San Germán Campus of Inter American University of Puerto Rico, we are committed with the safety of the entire university community and its visitors. Service is offered during the twenty-four (24) hours seven (7) days of the week. In coordination with other agencies, policies, regulations and procedures have been established and implemented with the purpose of preventing the incidence of criminal acts and maintaining a healthy, safe and secure study and work environment. Annually, the Safety Booklet is published, where information and statistics of criminal acts are included. The Safety Booklet is available on the website of the Campus.

Student Residences Dorms

The Mission of the Student Residences is to provide an excellent service, adequate housing and foster an enabling environment that contributes to the social, occupational, physical, spiritual, intellectual and emotional development of the student. The Residences offer apartment-type rooms for a maximum of four students with private bathroom, study area, individual wardrobe and drawers. Student dorms have the capacity of housing 390 students. For the past three years, the occupancy average has been 83%. Table #15 shows student occupancy in the residence halls/dorms.

TABLE #15. STUDENT RESIDENCES		
Years	Ángel Archilla Cabrera	Eunice White Harris
2016	79%	92%
2017	71.4%	87%
2018	79%	84%
Average	77%	88%

Campus Library

The Information Access Center (CAI-Campus Library) is also equipped with computers, and most of the library study areas have wireless connectivity. There is one computer with special programs for the blind and visually-impaired. Members of the community who have laptops with Wi-Fi card compliance can request the configuration of their equipment, so they can connect to the Internet and to the network. Faculty and students may access information at the CAI or choose to access it remotely, through the Web. A computer laboratory equipped with 16 stations and audiovisual projection system is available. The Library also houses a collection including 124,617 book titles; 158,106 book volumes; 86 serial subscriptions; 571,242 microforms; 23,683 audiovisual materials, and 154 titles in 3,850 volumes for CD ROMs.

Informatics and Telecommunications Center CIT

The Informatics and Telecommunications Center, Dr. Glenn R. Price (CIT), manages, implements, supports and coordinates all the IT and Telecommunications services of the Campus. The main goal is to provide services and technological resources to the university community with a multidisciplinary approach. The CIT has strengthened access to computer resources, supported the distance learning platform, improved Internet access across the Campus, provided technical support to the community through its help desk, and facilitated the teaching-learning and training processes. Table #16 shows the Informatics and Telecommunications services provided in the past five years. Some of the services provided to support the students are:

- Computer labs for classes.
- Access to the wireless network.
- Printing services, photocopies and scanner.
- Official email account.
- Proctoring services for online exams
- Support with computer resources and programs
- Services and support to academia and management:
- Technical support to administrative and academic offices.
- Administration of the servers and computing resources of the Campus.
- Supervise and maintain the website of the Campus and official social networks.
- Installation and configuration of computational resources (hardware) and "software".
- Installation and maintenance of data communication equipment and all the telecommunications infrastructure of the Campus.
- Telephone systems management.

- Design and ensure compliance with regulations to articulate the uses of technological resources.

TABLE #16. IT AND TELECOMMUNICATIONS SERVICES	
Years	Participants
2013	40,938
2014	45,352
2016	15,832
2018	8,223
2019	12,880
Total	123,225

CONCLUSION

All services offered have been modified according to the changes in the student profile in all levels: certificates, undergraduate and graduate. These changes are evidenced in the retention and graduation rates revealing an increase in cohort 2016, reflecting the highest retention rate of 80% in the undergraduate level, 75% at the graduate level, and 86% at the doctoral level. Graduation rates in all levels have also increased. Our alumnae attest to the achievement of the institutional goals and objectives.

The different services offered are necessary for students' adaptation to college life, so that they may achieve their academic goals. Important services received by the students include: mentoring, workshops, counseling, library, and technological support, among many others. The San Germán Campus fosters the development of Christian and moral values and a sense of belonging to a university community among all its students.