Service Area Outcomes (SAOs)

Program Outcomes Assessment Report – Phase I

"Department Mission Statement or Program Description & Identification of Outcome(s)"

Date:	**(Report due: September 4, 2012)**
The Department Name:	**Student Support Services Program**

Contact Person & Others Involved in Process:	**Lead: Dolores Diaz, SSS Program Director Others: Program Counselors, Office Assistant & Graduates**

Mission Statement or Description of the Department or Program:	**The purpose of the SSS Program is to increase the number of disadvantaged low-income college students, first generation college students, and college students with disabilities in Imperial Valley College successfully complete a program of study and graduate/transfer. The support services provided should increase their retention and graduation rates, facilitate their transfer from two-year to four-year colleges and universities and foster an institutional climate supportive of the success of students who are limited English proficient, students from groups that are traditionally underrepresented in postsecondary education, students with disabilities and students who are homeless children and youths, students who are in foster care or are aging out of the foster care system, or other disconnected students; and to improve the financial literary and economic literary of students.**

Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:

__X__**ISLO1** = communication skills;__X__**ISLO2** = critical thinking skills;__X__**ISLO3** = personal responsibility;
__X__**ISLO4** = information literacy; ____**ISLO5** = global awareness

Program-level Outcomes and ways to assess: (Please choose 1-3)

Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.

<u>Service Areas</u> (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.

1. Outcome #1: Admission Application

ASO: Student(s) will demonstrate the ability to navigate and complete admission application(s) to transfer to institutions of their choice on-line. Activity in progress.

Est. Completion Date: May 30, 2013

Way(s) to assess: US Department of Education SSS Performance Report; Student Access; SARS, and SSS Alumni Tracking form.

2. Outcome #2:

Est. Completion Date: Way(s) to assess:

3. Outcome #3:

Est. Completion Date: Way(s) to assess:

Once Section I is completed, please send e-copy & mail hard copy to SLO Coordinator. Then at the end of the data collection/assessment period, please analyze data with co-workers and other members of the IVC community, and complete Section II.

Service Area Outcomes

Program Outcomes Assessment Report – Phase II

"Assessment of Program-level Learning Outcomes"

In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.

Date:	**June 29, 2012 (Due date: September 4, 2012)**

Contact Person/Others Involved in Process:	**Lead: Dolores Diaz, Program Director**	**Others: Program Counselors and Office Assistant**

<u>Outcome #1 (please repeat here)</u>: Admission Application

SAO: Student(s) will demonstrate the ability to navigate and complete admission application(s) to transfer to institutions of their choice on-line.

1. **First Method of Assessment:** US Department of Education SSS Performance Report

   a. How did you assess Outcome #1?

      The Program Director, Counselors, and Office Assistant reviewed the files of the Academic Year 05-06, 07-08, 08-09, 09-10, and 10-11 cohorts to flag possible graduates/transfers for each specific year. After reviewing and assessing every individual record it was determined that for the AY 11-12 there was a total of (37) students ready to graduate/transfers.

   b. Provide a summary of results: After, reviewing and interviewing each student it was determined that from the Student Support Services student cohort 05-06 (1) student was ready to graduate/transfer; 07-08 cohort (8) students were ready to graduate/transfer; 08-09 cohort (9) students were ready to graduate/transfer; 09-10 cohort (16) students were ready to graduate/transfer; and 10-11 cohort (3) students were ready to transfer/graduate. The (37) students were assisted in filling out on-line their admission application to the school of their choice. Of the (37) Student Support Services 2012 graduation class (30) students were ready to transfer/graduate. The (30) students were assisted in filling out their admission application on-line to the school of their choice. All the students navigated and completed their admission application on-line successfully.

   c. How will your program use this information to improve student learning or services?

      The Student Support Services Program plans to implement the same strategy utilized in the previous years with the following enhancement: all graduates/transfers for academic year 2012-2013 will be encouraged to aim for higher GPAs in their degree applicable courses. Prospective graduates/transfers will be alerted of the negative budget climate affecting their acceptance to universities of their choice.

   d. What is your Timeline for Program Modifications or Response to Data?

      August 2012-Novermber 2012

2. **Second Method of Assessment: Student Access and SARS**

   a. How did you assess Outcome #1?

The Program Director and Office Assistant maintain a student database containing student demographic and academic information. Database is updated annually. Graduates and transfers are flagged in Student Access for reporting and tracking purposes.

b. Provide a summary of results: After, reviewing and interviewing each student it was determined that from the Student Support Services student cohort 05-06 (1) student was ready to graduate/transfer; 07-08 cohort (8) students were ready to graduate/transfer; 08-09 cohort (9) students were ready to graduate/transfer; 09-10 cohort (16) students were ready to graduate/transfer; and 10-11 cohort (3) students were ready to transfer/graduate. The (37) students were assisted in filling out on-line their admission application to the school of their choice. Of the (37) Student Support Services 2012 graduation class (30) students were ready to transfer/graduate. The (30) students were assisted in filling out their admission application on-line to the school of their choice. All the students navigated and completed their admission application on-line successfully.

c. The Student Support Services Program plans to implement the same strategy utilized in the previous years with the following enhancement: all graduates/transfers for academic year 2012-2013 will be encouraged to aim for higher GPAs in their degree applicable courses. Prospective graduates/transfers will be alerted of the negative budget climate affecting their acceptance to universities of their choice.

d. What is your Timeline for Program Modifications or Response to Data?

August 2012-Novermber 2012

3. **Third Method of Assessment: SSS Alumni Tracking Form**

a. How did you assess Outcome #1?

The Program Director and Office Assistant collected SSS Alumni Tracking forms from the Academic Year 05-06, 07-08, 08-09, 09-10, 10-11, graduates/transfers for each specific year. (37) forms were collected for Academic Year 11-12. The alumni tracking form includes the following: graduate/transfer demographic information, undergraduate school status, graduate school status, and employment information.

b. Provide a summary of results:

2012 graduates were contacted to request demographic ; undergraduate school status; plans for graduate school; and employment information. 2012 graduates will be contacted annually to follow-up postsecondary progress.

c. How will your program use this information to improve student learning or services?

Staff will utilize collected data to optimize program services and make better use of student services available to SSS students at Imperial Valley College.

d. What is your Timeline for Program Modifications or Response to Data?

Data for 2012 graduates will be completed by 2015.

<u>Outcome # 2 (please repeat here)</u>: N/A

1. **First Method of Assessment**:
    a. How did you assess Outcome # 2?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?

2. **Second Method of Assessment**:
    a. How did you assess Outcome # 2?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?

    d. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
    a. How did you assess Outcome # 2?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?

<u>Outcome # 3 (please repeat here)</u>: N/A

1. **First Method of Assessment**:
    a. How did you assess Outcome # 3?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?
2. **Second Method of Assessment**:
    a. How did you assess Outcome # 3?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services?
    d. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
    a. How did you assess Outcome # 3?
    b. Provide a summary of results:
    c. How will your program use this information to improve student learning or services
    d. What is your Timeline for Program Modifications or Response to Data?

Once Section II is completed, please send e-copy & mail hard copy to SLO Coordinator. Thank you very much for taking part in outcomes and assessments.