Service Area Outcomes (SAOs)

ATLAS Grant	Outcome #1: The persistence rate of students in courses using new technology or pedagogy implemented through the ATLAS Grant will increase during the five years of the grant. Outcome #2: The graduation rate of all Hispanic students will increase during the five years of the grant. Outcome #3: The success rate of students passing courses using the new technology or pedagogy implemented through ATLAS faculty training will improve during the five years of the grant. Outcome #4: Students will demonstrate use of new systems implemented through the grant.
Academic Services	Outcome #1: Improve the timely submission of final grades Outcome #2: Post all SLOs in CurricUNET Outcome #3: Determine student opinion concerning the online schedule and online catalog
<mark>**Administrative Departments**</mark>	
Human Resource	Outcome #1: Implement an Employee Rewards and Recognition Program Outcome #2: Revise and update the Equal Employment Opportunity (EEO) Plan Outcome #3: Explore feasibility of an online application process.
Foundation	Outcome #1: Expand the Foundation Board of Directors by recruiting 4 new board members this fiscal year. Outcome #2: Create and launch an Annual Fund campaign targeting IVC Alumni & Friends. Outcome #3: Continue the IVC Student Ambassador team.
Information Services (IT)	Outcome #1: Develop a Strategic 5-Year Technology Plan with campus community and Board support Outcome #2: Implement a comprehensive strategy to provide student email services tied to BANNER and Active Directory Outcome #3: Implement "Wait Listing" in BANNER

	Outcome #4: Implement SharePoint Server for faculty and staff collaboration and communication
Planning, Research & Grants	Outcome #1: Develop a website for the Office of Institutional Research at Imperial Valley College. Included in the website will be the mission statement of the Office of Institutional Research, Service Area Outcomes, links to ongoing research projects and a link to request for data. Outcome #2: Create a research agenda for the college; including but not limited to comprehensive data analysis that identifies trends, student outcomes, and areas of growth as well as concern. This information shall be disseminated throughout the college and to appropriate committees. Outcome #3: Create a Fact Book of information about the college in four year spans. The fact book will be posted on the Office of Institutional Researcher page.
President's Office	Outcome #1: Communicate effectively through appropriate modes of communication (email communiqués, newsletters, etc.) as they pertain to the business environment with emphasis on the use of electronic media. Outcome #2: Review and Analyze Board Policies and Administrative Procedures and evaluate their relevance, compare with CCLC's Board Policies and Administrative Procedures and organize so that all BPs and APs are current, posted online, and accessible to all employees, Board of Trustees, and the public.
Admissions & Records	
Admission	Outcome #1: Students will continue to become more knowledgeable about services available in our office, services offered online via the college website, time required to fulfill requests, and visits to the office and number of inquiries will be decreased resulting in increased student satisfaction. A student survey will be created in Survey Monkey and sent to students to determine areas of concern within our department. Outcome #2: Student applications for admission (CCCApply) errors/issues will be resolved more quickly by improved communication (Help Desk Ticket) with IT Department.

Registration	Outcome #1: Streamline drop for nonpayment process. Outcome #2: Students will be better informed regarding priority registration, the limit of units during the priority registration period and any other registration changes implemented during the 2012-13 academic year.
Student Records	Outcome #1: Student records will be more readily accessible by students, counselors and admissions staff allowing for improved service to students. Outcome #2: Student request for transcripts will be automated within Docufide and our Student Portal. The will hopefully improve the request process and the turnaround time. Outcome #3: Student transcripts will be received electronically by our college and integrated with Banner allowing for improved articulation of courses.
Business Office	Outcome #1: Increase student participation in the electronic delivery of refunds/financial aid payments via IVC Debit Card or ACH
Campus Safety	Outcome #1: Changing the campus culture/mind frame regarding emergency preparedness.
Maintenance/Custodial	SAO 1: Strive to maintain a clean campus and working environment which includes classrooms, offices, labs, & restrooms. SAO 2: Maintain a safe and clean learning environment in which to move, play, & educate. SAO 3: Maintain district equipment to provide good indoor air quality, proper temperature, sufficient lighting, & free flowing plumbing. SAO 4: Treat incoming and outgoing water while maintaining compliance with State Health & Safety regulations. SAO 5: Provide adequate communication to the college community and maintenance staff.
==Counseling==	
EOPS	Outcome #1 Increase the number of EOPS students who complete three appointments per semester by providing e-mail reminders prior to the deadline for each of the three

	appointments.
Matriculation/General	S1.0: Incoming first time High School student(s) will demonstrate an understanding of the Early Access Program (1st STEP) and complete the four steps necessary to be eligible and submit all signed documentation by the deadline.
	S1.1: Students will demonstrate an understanding and awareness of graduation and transfer requirements through the use of Degree Works Planner.
	S1.2: Students will be able to demonstrate a comprehension of transfer requirements by attending counseling appointments, transfer presentations, and by participation in coordinated transfer counseling services and activities.
	S2.0: Students will be able to identify and use educational planning resources that will apply to their academic and career goals and thus take more responsibility in their educational choices.
	S2.1: Students who are referred to counselors through the Early Alert Program will understand the importance of following through with their instructors recommendations in order to succeed in their classes.
	S3.0: Students, faculty, and community members will be able to demonstrate their knowledge and understanding of and be able to assess current and accurate information regarding the 1st STEP Program, ASPIRE, and other priority groups.
	S3.1: High School students will be informed about their educational options at Imperial Valley College while still in high school.
	S3.2: Students will be able to make informed decisions about specific transfer institutions.
Student Support Services	SAO: Student(s) will demonstrate the ability to navigate and complete admission application(s) to transfer to institutions of their choice on-line.
Transfer	S1.0: Student(s) will demonstrate an understanding of transfer services with the ability to navigate and complete a Transfer Admission Guarantee (TAG) and /or admission application(s) successfully.
	S1.1: Students will demonstrate an understanding and awareness of transfer services of different higher education systems to allow them to identify different educational

	opportunities S1.2: Students will demonstrate an understanding and be able to identify and use transfer services available that will allow the student to make an informed decision on furthering their education. S2.0: Students will be able to identify and use educational planning resources that will apply to their academic and career goals S2.1: Students will be able to demonstrate a comprehension of transfer requirements by attending counseling appointments, transfer presentations, and by participation in coordinated transfer counseling services and activities. S2.2: Students will be able to demonstrate an under-standing of transfer requirements and will be able to identify which general education package they should follow (CSU, UC or other). S3.0: Students, faculty, and community members will be able to demonstrate their knowledge and under- standing of and be able to assess current and accurate articulation information. S3.1: High School students and faculty and college faculty will be able to identify and use the high school/ROP articulation information. S3.2: Students will be able to make informed decisions about specific transfer institutions
CalWorks	Outcome #1: To increase student awareness of the supportive services offered on campus and students' success at Imperial Valley College.
<mark>Distance Education</mark>	In Process
DSPS	Outcome #1: Students will demonstrate self-advocacy by initiating and keeping three appointments or contacts with DSPS counselors each semester. Outcome #2: Students will demonstrate timely self- advocacy by initiating requests for appropriate services and / or educational accommodations. Outcome #3: Students utilize will identify and appropriate campus and community resources.
Financial Aid	1.Outcome #1: Students will successfully complete the on-line

	FAFSA Est. Completion Date: 6-30-2013 Way(s) to assess: Federal report comparing number of FAFSA completed by students attending IVC. 2. Outcome #2: Financial Aid students will demonstrate knowledge and understanding of Satisfactory Academic Progress (SAP) standards. Est. Completion Date: 6-30-2014 Way(s) to assess: Students who attend the Financial Aid SAP Workshop will have a better understanding of the Satisfactory Academic Progress standards for financial aid. 3. Outcome #3: Financial Aid students will demonstrate knowledge of courses required to complete their program of study within maximum timeframe standards.
<mark>Library Services</mark>	
Language Lab	Outcome 1: Communication Skills - Provide students an opportunity to practice the communication skills they are studying in their reading, writing, and ESL classes. Outcome 2: Critical Thinking Skills - Provide students an opportunity to practice critical thinking through reading/ writing/ESL programs and software and discussions with tutors through Eng. 051 and 052, personal tutoring, and reading/writing pods. Outcome 3: Personal Responsibility - Provide students an opportunity to practice/develop a sense of accountability for their school work through planning and completing their Lab work.
Learning Services	
Library	Outcome #1: Do library instruction for the classes of two faculty members per semester who have not previously used this service. Outcome #2: Collaborate on the integration of information literacy into the curriculum for two classes each semester. Outcome #3: Collaborate on updating of library web pages.
Reading/Writing Lab	Outcome 1: Communication Skills - Provide students an opportunity to practice the communication skills they are

	studying in their reading, writing, and ESL classes. Outcome 2: Critical Thinking Skills - Provide students an opportunity to practice critical thinking through reading/writing/ESL programs and software and discussions with tutors through Eng. 051 and 052, personal tutoring, and reading/writing pods. Outcome 3: Personal Responsibility - Provide students an opportunity to practice/develop a sense of accountability for their school work through planning and completing their Lab work.
Study Skills Center	Outcome 1: Communication Skills – Provide students with an opportunity to practice and develop clear communication. Outcome 2: Critical Thinking Skills – Provide students with tutor assistance in accessing, understanding, and using various sources of information they need in order to complete their school work, and provide workshops on various study skills that students must understand and learn to implement to enhance their success in school. Outcome 3: Personal Responsibility – Provide students an opportunity to develop a sense of accountability in completing their school work.
Student Affairs	Outcome #1: Efficiently monitor students' behavior on campus that potentially place faculty/staff/students at risk for harm. Outcome #2: Promote leadership skills in Associated Student Government members by encouraging them to communicate and cooperate with others, collaborate to achieve group goals, and help increase awareness in the student body of important cultural figures and historical events that have shaped our society.
Student Health Services	Outcome #1: Expand Student Health Counseling Services to serve more students in a culturally competent manner. Outcome #2: Increase Student Health Services to included basic primary care for currently enrolled students.