

**Student Services Outcomes
Summary Sheet**

The following table shows the stated outcomes in each of the Student Services units, their category, status, and alignment with Institutional Learning Outcomes and the 2013-14 Student Services goals. Gray-lined items are proposed and new outcomes to better balance the research agendas of each SS unit.

Department	Outcome	Category	Status	ILO	SS
Admissions and Records	Students will express satisfaction with Admissions and Records services	S	C		E
	CHC students will use the online transcript ordering system.	L	D	5	E
	CHC students will use the online enrollment and degree verification systems	L	D	5	E
	Military veterans will report overall satisfaction with the services offered by Admissions and Records (satisfaction survey attached to Military Veterans certification paperwork)	S	D		E
	CHC students will express satisfaction with the online application process	S	C		E
	A&R will identify and track the number of HS concurrently enrolled students to better understand trends in the CHC population	P	D		E
	A&R will increase students' knowledge of graduation and transfer certification processes by offering workshop to students enrolled in targeted transfer-preparation courses.	L	D		A
	A&R will improve intradepartmental communication and knowledge by developing a catalog of services/department handbook	P?	D		E
Counseling	Students will express satisfaction with services in the Counseling Center	S			
	The student demonstrates knowledge of the Associate Degree requirements leading toward graduation.	L	R		A
	Students will understand the student education planning process after the New Student Advising (NSA) session.	L	C		A
	Students who see a counselor more than once per year will be more likely to complete their courses, remain continuously enrolled, complete momentum points, earn a degree or certificate, and transfer	I	C		A
EOPS/CARE/CalWORKS	Students will be satisfied with EOPS services as measured by score on a service evaluation survey. Service components will include counseling; book service; supplies provided; and quality and value of workshops.	S	C		B
	Students who participate in EOPS will be more likely than their non-EOPS peers to complete their courses, remain continuously enrolled, complete math and English	I			A

Department	Outcome	Category	Status	ILO	SS
	momentum points, earn a degree or certificate, and transfer				
	EOPS will monitor and increase the number of students served each year, number of progress reports submitted, and workshop attendance	P	D		E
DSPS	Students will report satisfaction with DSPS services	S	C		
	Students who access services through the Disabled Students Programs and Services (DSPS) Office will complete and succeed at rates equivalent to their non-disabled peers.	I	C		B
	Students who complete LRC 925X4 will successfully demonstrate competence in the use of assistive software and/or hardware to read or create text	L	C	5	B
	Students successfully completing LRC 907 will identify which accommodations and study strategies are appropriate based on their preferred learning modalities and processing profile.	L	C		B
	DSPS will evaluate the effectiveness of transition workshops and visits.		D		E
	Students completing LRC 920 will demonstrate their advocacy skills by asking DSPS for accommodations.	L	C		B
Financial Aid	Students will report satisfaction with Financial Aid services	S	C		E
	Students who receive financial aid and/or work study will be more likely to remain continuously enrolled and reach their academic goal than similarly situated students who do not receive financial aid	I	D		
	Financial Aid will improve student satisfaction with disbursement services by implementing a debit card system	S	D		E
	Financial Aid will improve student satisfaction by reducing the disbursement period from 2 to 1 week	S	D		E
	Financial Aid will improve student satisfaction by reducing financial aid processing time	S	D		E
	The Financial Aid department will increase the number of students who complete their files by priority deadline.	P	D		E
Health and Wellness Center	Students will report satisfaction with HWC services	S	C		E
	Students will improve knowledge of health behaviors	L	C		C
Student Life	Students will report satisfaction with Student Life services	S	D		
	Students will demonstrate increased engagement as measured by participation in clubs, student government, Three Peaks Challenges, and other student activities	I	D		B
	Student Senate members will demonstrate accountability, measured by taking initiative, engagement in activities, and completion of tasks.	L	C	4	C
	Student Senate members will demonstrate autonomy, measured by completion of all	L	D	4	C

Department	Outcome	Category	Status	ILO	SS
	paperwork associated with events for which they are responsible.				
	Student Senate members will demonstrate increased knowledge of Parliamentary Procedure	L	D	4	C
	Student Life will increase the number of student ids by 101 in spring 2015	P	D		A
	Students will demonstrate increased participation in commencement activities	P?	D		B?
Transfer Center	Students will report satisfaction with Transfer Center services	S			
	Students will understand the minimum requirements to transfer to the UC and CSU systems	L	D		C
SSSP	Students will express satisfaction with the online orientation	S	C		A
	Students will express satisfaction with assessment services	S	?		A
	Students who participate in assessment and enroll in the recommended math, reading, and English courses during their first semester will be more likely to advance through the basic skills sequence.	I	D		A
	Non-exempt students who complete the SSSP process (i.e. assessment, orientation, and counseling) will retain (semester to semester) in college	I	C		E
	The Assessment Center will increase the number of makeup examinations administered.	P	C		E
	Non-exempt students who complete the SSSP process (i.e. assessment, orientation, and counseling) will be more likely to complete their courses than those who do not complete the SSSP process.	I	C		E

Student Services Outcome and Status Categories, Institutional Learning Outcomes, and Student Services Goals

Outcome Categories:	Status Categories	Institutional Learning Outcomes	Student Services Goals
<p>S = Student Satisfaction</p> <p>P=Productivity</p> <p>L= Student Learning</p> <p>I = Institutional Impact</p>	<p>C = Cycle Completed and Ongoing (outcome has been developed, assessment determined and completed, benchmark set, results discussed, implications identified and improvements implemented.</p> <p>D = Development Stage (Outcomes are developed but not assessed, or assessed but the results have not been discussed or used to improve services.</p> <p>R = Revised</p>	<ol style="list-style-type: none"> 1. Critical Thinking 2. Written and Oral Communication 3. Interpersonal and Group Skills 4. Society and Culture 5. Information Literacy 6. Ethics and Values 	<ol style="list-style-type: none"> A. Integrated and Mandatory Key Intake Programs, Placement in appropriate Programs of Study, Careful Monitoring of Student Success, and Creation of Student Success Pathways B. Promoting Equity, Access, and Inclusion, Valuing Diversity, and Supporting Student Connection C. Promotion of Deep Learning through Experiences and Courses D. Inclusion, Development, and Empowerment of Staff E. Continuous Quality Improvement and Effective Resource Utilization