1) **Service Area Outcomes (SAO)**  
*Define measurable outcomes; begin each outcome with a Bloom’s Taxonomy verb [http://ecd.laccd.edu/blooms_taxonomy.htm]*.

1.1 [Define Outcome #1]  
Through an increase in Math Tutoring, 50% of students tutored will demonstrate an improved understanding of Math Skills and will successfully complete the various math levels to complete their Certificate, AA and/or Transfer degrees.

1.2 [Define Outcome #2]  
After attending the EOP&S/CARE Student Orientation, students will be able demonstrate knowledge of the EOP&S/CARE rules and regulations.

2) **Related to Institutional Learning Outcomes (ILO)**  
*SAOs should be in alignment with ILOs*

2.1 [Which ILO is Outcome#1 linked to?]  
Math Competency

2.1 [Which ILO is Outcome#2 linked to?]  
Information Competency

3) **Assessment Method**  
*Identify methods, instrument, materials for assessing each outcome*

3.1 [How do/did you assess Outcome#1?]  
Tests, progress reports and final passing grade, and student’s ability to advance to the next math level. Will be measured against a baseline established in year 2012-2013.

3.2 [How do/did you assess Outcome#2?]  
A Pre-Orientation Quiz will is given before the EOP&S/CARE Orientation is presented and a Post-Orientation Quiz will is given after the EOP&S/CARE Orientation is concluded. Throughout the semester, student’s knowledge is assessed by their actual participation and in following program requirements. EOP&S/Staff also reviews their transcripts and the end of each semester for the number of units successfully completed.

4) **Results of Analysis and Suggestions for Improvement**  
*Summarize the results of the collected and analyzed data*

4.1 [Measurement result from 3.1]  
Data will be collected at the end of each semester.

4.2 [Measurement result from 3.2]  
Pre-Orientation Quizzes and Post-Orientation quizzes are graded and compared for level of understanding.

5) **Implementation Plan / Response Plan**  
*Define processes and strategies to improve future performance*

5.1 [Implementation plan for 4.1]  
At the end of the academic year 13-14, an analysis of the assessment results will be reviewed for further improvements to the program.

5.2 [Implementation plan for 4.2]  
At the end of each Fall and Spring Orientations, all data is recorded and an analysis of the results will be reviewed for improvements to the orientation presentation.