## Service Area Outcomes (SAO)

1. **Define Outcome #1**
   
   Students will demonstrate the best methods and strategies for applying and getting admitted to local transfer institutions thereby increasing our rate of transfer.

2. **Define Outcome #2**
   
   Assess students awareness of the Transfer Center services.

## Related to Institutional Learning Outcomes (ILO)

1. **Which ILO is Outcome#1 linked to?**
   
   Written and Oral Communication

2. **Which ILO is Outcome#2 linked to?**
   
   Written and Oral Communication

## Assessment Method

1. **How do/did you assess Outcome#1?**
   
   California Postsecondary Education Commission data in addition to University of California and California State University produced data on our transfer students.

2. **How do/did you assess Outcome#2?**
   
   Pre Counseling Appointment and Post Counseling Appointment Survey

## Results of Analysis and Suggestions for Improvement

1. **Measurement result from 3.1**
   
   The data will be compared from 2012-2013 to 2013-2014 to see if our transfer rates have increased in the year 2014-2015.

2. **Measurement result from 3.2**
   
   The survey results analyzed in 2013-2014 will determine if students are aware of how to access the Transfer Center Services.

## Implementation Plan / Response Plan

1. **Implementation plan for 4.1**
   
   The student will have a Student Educational Plan from the counselor to determine if and when they are transfer ready.

2. **Implementation plan for 4.2**
   
   Based on the analysis of survey results, improvements to reach more students to utilize the Transfer Center will be initiated in 2014-2015.