## Service Area Outcomes (SAO)

1. **Define Outcome #1**
   After attending the EOP&S/CARE Student Orientation, students will be able demonstrate knowledge of the EOP&S/CARE rules and regulations.

2. **Define Outcome #2**
   After participating in EOP&S/CARE Counseling appointments, students will demonstrate knowledge of their requirements to successfully complete their stated educational goals in completing a certificate, an associate degree and/or transfer to a four-year university.

## Related to Institutional Learning Outcomes (ILO)

1. **Which ILO is Outcome#1 linked to?**
   The ability to understand process and apply the knowledge in other areas as the student progresses and participates in other programs/procedures is in alignment with Institutional Learning Outcomes in the area of Information competency.

2. **Which ILO is Outcome#2 linked to?**
   The ability to understand and follow process, question, update and follow through with any problems discussed with an EOP&S/CARE Counselor is in alignment with Institutional Learning Outcomes in the area of Information competency: i.e. enrolling in classes discussed with counselor, Problem solving, Ethics and values applied to decision-making: i.e., developing a plan to remove a student that has been placed on academic/progress probation, and Global awareness, i.e. taking general courses, educational and financial resources.

## Assessment Method

1. **How do you assess Outcome#1?**
   After EOP&S/CARE students attend orientations, a questionnaire will be handed out to students to measure their understanding of the program/college requirements.

   Throughout the semester, student’s knowledge is assessed by their actual participation in following the requirements including: The number of Counseling appointments the student has each semester, whether or not they complete Mid-year Progress Reports, whether or not and the number that they utilize Tutoring Services either by student’s initiation or by instructor referral according to the progress report, and whether or not they take register for classes during their priority registration appointments.

   EOP&S/Staff also reviews their transcripts and the end of each semester for the number of units successfully completed.

2. **How do you assess Outcome#2?**
   During counseling appointments, counselors and students develop a six-semester student educational plan. Counseling sessions inculcate the student’s knowledge of the courses needed to follow to successfully complete their educational goals. Counselor and student review and affirm and/or adjust the
educational plan according to the student’s educational goals.

The number of graduation petitions filed each semester are counted and prove the student has understood and followed the requirements to attain his/her educational goals.

Each semester, the Transfer Counselor collects student data on those that have applied to transfer to a four year university as some students elect not to apply for graduation.

An End-of-the-Semester EOP&S/CARE Student Survey will be handed to random students that have counseling appointments for a period of two weeks. Questions to assess their knowledge on EOP&S/CARE program rules and regulations and general information needed for students to attain their educational goals, including information on financial aid, academic/progress probation, Certificate, AA/AS, and Transfer information.

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<th>4) Results of Analysis and Suggestions for Improvement (Summarize the results of the collected and analyzed data)</th>
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<td>4.1 [Measurement result from 3.1] Orientation questionnaires will be collected beginning Fall 2011. Analysis and suggestions will be derived from that data.</td>
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<td>4.2 [Measurement result from 3.2] Analysis and suggestions will be derived in June 2011.</td>
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<th>5) Implementation Plan / Response Plan (Define processes and strategies to improve future performance)</th>
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<tr>
<td>5.1 [Implementation plan for 4.1] After data is collected from orientation questionnaires, Director and staff will discuss outcomes and decisions will be made on adjusting how orientation is being conducted, including adding and/or removing information.</td>
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<td>5.2 [Implementation plan for 4.2] An evaluation of student surveys and success rates verses students not steadily progressing towards their educational goal will be discussed after June 2011. Director will meet with counselor’s and staff to discuss improvement on assessing student’s knowledge of attaining their educational goals and utilizing available student support services. Outcomes and implementation will be contingent on actual state budget allocations, after June 2011, i.e. providing additional counseling, staff, etc.</td>
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