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 Students will identify courses necessary in obtaining their educational goal.

1.2 Students will recognize or distinguish the various degree plans (Plan A & B), certificate requirements and transfer requirements (CSU Breadth & IGETC).

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

2.1 Student will attend orientation, and/or counseling appointment and or Personal Development class. Student will construct a Student Educational Plan (SEP) with a counselor. ILO- Written and Oral Communication and Information Competency.

2.1 Develop a Student Educational Plan (SEP) with a counselor. Review advising forms and assess progress with a counselor. Attend counseling appointment and/or enroll in a Personal Development class. ILO- Written and Oral Communication and Communication and Information Competency.

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

3.1 Survey completed after each contact. Data collected (including SEP information) and analyzed at the end of Fall and Spring semester.

3.2 Survey completed after each contact. Data collected and analyzed at the end of Fall and Spring semester.

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

4.1 Measurement result from 3.1

Summary of question 2.1 by percentage. 96.3 % of students taking the survey felt that they understood the courses needed for their educational goal.

4.2 Measurement result from 3.2

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

5.1 – Add additional assessment hours, orientations, counseling appointments and Personal Development classes.

5.2 Encourage students to make counseling appointment through recruitment, classroom presentations, orientations, Transfer Center and literature.