

# STUDENT SERVICES OUTCOMES

	Admissions	Counseling	DSPS	EOPS	Financial Aid	Health and Wellness	Matriculation	Student Life
<b>Student Learning Outcomes (SLO)</b>	N/A	2 (self-evaluating; informed decision-making)	1 (self-advocacy)	1 (informed decision-making)	N/A	2 (test mental illness knowledge and use of the HWC)	N/A	1 (accountability)
Responsibility	N/A	VPSS Dean Instructional Assessment Specialist	VPSS Dean Director Instructional Assessment Specialist	VPSS Dean Director Instructional Assessment Specialist	N/A	VPSS Director Instructional Assessment Specialist	N/A	VPSS Dean Director Instructional Assessment Specialist
Development	N/A	Complete	Complete	Complete	N/A	Complete	N/A	Complete
Assessment (1 <sup>st</sup> cycle)	N/A	Complete 9/1/2009	Complete 12/30/2009	Complete 7/1/2009	N/A	Complete 10/8/09	N/A	Complete 12/30/2009
Evaluation (1 <sup>st</sup> cycle)	N/A	Complete 11/18/2009	Complete 2/1/2010	Complete 12/30/2009	N/A	Complete 12/30/2009	N/A	Complete 2/1/2010
Improvements Identified/Discussed	N/A	Complete 6/30/2011	4/15/10	Complete 3 <sup>rd</sup> cycle 5/30/10	N/A	4/30/10	N/A	4/24/10
Improvements Implemented	N/A	12/15/2011		7/1/10	N/A	7/1/10	N/A	7/1/10
<b>Service Area Outcome (SAO)</b>	2 (satisfaction overall; satisfaction with online app)	1 (satisfaction overall)	1 (satisfaction overall)	2 (satisfaction overall; retention and persistence)	2 (satisfaction overall; workshop improvement)	2 (satisfaction overall; awareness of health services)	4 (retention, persistence, SEP x persistence, goal-setting)	4 (overall satisfaction; participation x retention; persistence; goal completion)
Responsibility	VPSS Dean Director Director Planning & Research	VPSS Dean Instructional Assessment Specialist	VPSS Dean Director Director Planning & Research	VPSS Dean Director Director Planning & Research	VPSS Dean Director Director Planning & Research	VPSS Dean Coordinator Director Planning & Research	VPSS Dean Director Director Planning & Research	VPSS Dean Director Director Planning & Research
Development	Complete	Complete	Complete 10/1/2009	Complete	Complete 5/15/2009	Complete	Complete	Complete
Assessment (1 <sup>st</sup> cycle)	Complete 12/30/2010	Complete	Complete 12/30/2009	Complete	Complete 10/15/2009	Complete 6/30/2009	Complete 12/30/2009	Complete 9/1/2009
Evaluation	Complete 4/1/2010	Complete 4/30/2010	Complete 12/30/09	Complete 12/30/09	Complete 10/15/2009 3/2/2011	Complete 8/1/2009	Complete 4/30/2010	Complete 4/30/2010
Improvements Identified/Discussed	1/30/10	5/21/10	5/21/10	5/30/10	Complete 12/30/2009 10/31/2011	8/17/09	5/30/10	4/24/10
Improvements Implemented	4/30/10	7/1/10	7/1/10	7/1/10	5/30/10 12/1/2011	8/17/09	7/30/10	7/1/10

