

## Five-Year Assessment Grid, Student Services

### Department: Admissions and Records

Outcome	2015-16		2016-17		2017-18	
	Fall	Spring	Fall	Spring	Fall	Spring
<b>Students will express satisfaction with Admissions and Records services</b>		X	X		X	
<b>CHC students will use the online transcript ordering system.</b>		X	X		X	
<b>CHC students will use the online enrollment and degree verification systems</b>		X	X		X	
<b>Military veterans will report overall satisfaction with the services offered by Admissions and Records (satisfaction survey attached to Military Veterans certification paperwork)</b>		X	X		X	
<b>CHC students will express satisfaction with the online application process</b>		X	X		X	
<b>A&amp;R will identify and track the number of HS concurrently enrolled students to better understand trends in the CHC population</b>		X	X		X	
<b>A&amp;R will increase students' knowledge of graduation and transfer certification processes by offering workshops to students enrolled in targeted transfer-preparation courses.</b>		X	X		X	
<b>A&amp;R will improve intradepartmental communication and knowledge by developing a catalog of services/department handbook</b>		X				

## Five-Year Assessment Grid, Student Services

### Department: Counseling

Outcome

- Students will express satisfaction with services in the Counseling Center**
- The student demonstrates knowledge of the Associate Degree requirements leading toward graduation.**
- Students will understand the student education planning process after the New Student Advising (NSA) session.**
- Students who see a counselor more than once per year will be more likely to complete their courses, remain continuously enrolled, complete momentum points, earn a degree or certificate, and transfer**

2015-16		2016-17		2017-18	
Spring	Fall	Spring	Fall	Spring	Fall
	X				
X	X	X	X	X	X
X	X		X		X
		X		X	



## Five-Year Assessment Grid, Student Services

### Department: DSPS

Outcome

**Students will report satisfaction with DSPS services**

**Students who access services through the Disabled Students Programs and Services (DSPS) Office will complete and succeed at rates equivalent to their non-disabled peers.**

**Students who complete LRC 925X4 will successfully demonstrate competence in the use of assistive software and/or hardware to read or create text**

**Students successfully completing LRC 907 will identify which accommodations and study strategies are appropriate based on their preferred learning modalities and processing profile. DSPS will evaluate the effectiveness of transition workshops and visits.**

**Students completing LRC 920 will demonstrate their advocacy skills**

2015-16		2016-17		2017-18	
Fall	Spring	Fall	Spring	Fall	Spring
	X		X		X
X		X		X	
X	X	X	X	X	X
X	X	X	X	X	X
	X	X	X	X	X

## Five-Year Assessment Grid, Student Services

### Department: Financial Aid

Outcome

- Students will report satisfaction with Financial Aid services**
- Students who receive financial aid and/or work study will be more likely to remain continuously enrolled and reach their academic goal than similarly situated students who do not receive financial aid**
- Financial Aid will improve student satisfaction with disbursement services by implementing a debit card system**
- Financial Aid will improve student satisfaction by reducing the disbursement period from 2 to 1 week**
- Financial Aid will improve student satisfaction by reducing financial aid processing time**
- The Financial Aid department will increase the number of students who complete their files by priority deadline.**

2015-16		2016-17		2017-18	
Fall	Spring	Fall	Spring	Fall	Spring
		X			
X		X		X	
X	X	X	X	X	X
X					
X					
X		X			

## Five-Year Assessment Grid, Student Services

### Department: Health and Wellness Center

Outcome

**Students will report satisfaction with HWC services**  
**Students will improve knowledge of health behaviors**

2015-16		2016-17		2017-18	
Fall	Spring	Fall	Spring	Fall	Spring
	X		X		X
	X		X		X

## Five-Year Assessment Grid, Student Services

### Department: Student Life

Outcome

Students will report satisfaction with Student Life services

Students will demonstrate increased engagement as measured by participation in clubs, student government, Three Peaks Challenges, and other student activities

Student Senate members will demonstrate accountability, measured by taking initiative, engagement in activities, and completion of tasks.

Student Senate members will demonstrate autonomy, measured by completion of all paperwork associated with events for which they are responsible.

Student Senate members will demonstrate increased knowledge of Parliamentary Procedure

Student Life will increase the number of student ids by 101 in spring 2015

Students will demonstrate increased participation in commencement activities

2015-16		2016-17		2017-18	
Fall	Spring	Fall	Spring	Fall	Spring
			X		
	X		X		X
	X		X		X
	X		X		X
	X		X		X

## Five-Year Assessment Grid, Student Services

### Department: Transfer Center

Outcome

**Students will report satisfaction with Transfer Center services**  
**Students will understand the minimum requirements to transfer to the UC and CSU systems**

2015-16		2016-17		2017-18	
Fall	Spring	Fall	Spring	Fall	Spring
	X		X		X
	X		X		X

## Five-Year Assessment Grid, Student Services

### Department: Student Success and Support Program

Outcome

**Students will express satisfaction with the online orientation**

**Students will express satisfaction with assessment services**

**Students who participate in assessment and enroll in the recommended math, reading, and English courses during their first semester will be more likely to advance through the basic skills sequence.**

**Non-exempt students who complete the SSSP process (i.e. assessment, orientation, and counseling) will retain (semester to semester) in college**

**The Assessment Center will increase the number of makeup examinations administered.**

**Non-exempt students who complete the SSSP process (i.e. assessment, orientation, and counseling) will be more likely to complete their courses than those who do not complete the SSSP process.**

2015-16		2016-17		2017-18	
Fall	Spring	Fall	Spring	Fall	Spring
	X		X		X
X		X		X	
	X		X		X
	X		X		X
	X		X		X
	X		X		X