

**Santiago Canyon College
Student Services Learning Outcomes
Method to Measure and Timelines**

Learning Outcomes	Assessment Method	Assessment Timelines
Name: Admissions & Records		
1. As a result of having 1-on-1 instruction from Admissions staff, new students will demonstrate the ability to use the Online Records system to register online.	Utilize a short 1 minute written evaluation, completed by the student as soon as s/he is given instruction using Online Records. Near the beginning of the semester, A&R staff will track the registration pattern for each student who received instruction to verify total number of web registrations from this pool of students.	August 1-18 when new students are registering
Name: AmeriCorps		
1. AC student members will be able to synthesize the various components of the Learning Highways Program (TRMDP) to effectively measure student success.	Two assessments will be used: The LEARNS Literacy Assessment and the FCCC K-6 Math Assessment. The Literacy Assessment identifies current skill level, assesses progress, and provides data required for program evaluation. The Math Assessment measures current skill level as well as provides formative information that is beneficial to teaching to the students' individual needs based on the current California State Standards.	Biannual: June 2007 and December 2008
Name: Community Services		
1. As a result of participating in the College for Kids Program (CFK), students will be exposed to academic, artistic and recreational class offerings at Santiago Canyon College.	By tracking enrollment numbers, we will be able to assess how many students are exposed to CFK programs via: Community Services web site, printed program brochure, school bulletins and flyers and magazine and newspaper advertisement.	End of each summer beginning 2007.
Name: Counseling & Student Support Services		
<u>Adult Re-Entry</u>		
1. As a result of attending the "Adult Re-entry Orientation," students will be able to demonstrate the ability to develop a first-semester course plan.	Counselor observation of student's ability to construct a proposed semester schedule	July and August 2007

<u>Articulation</u>		
1. As a result of training by the Articulation Officer, faculty will be able to demonstrate knowledge of the articulation process by developing curriculum that emphasizes potential articulation for major preparation and general education.	Articulation Officer's observation of faculty curriculum work product	Fall 2007; on-going
2. As a result of utilizing the resources developed by the Articulation Officer, students will demonstrate the ability to use the tools to develop an accurate educational plan for transfer.	Counselor observation of student using educational planning tools (in counseling classes and during counseling sessions)	Fall 2007; on-going
<u>Career Center</u>		
1. As a result of participating in the Career Odyssey workshop, students will demonstrate the ability to access basic career information (job description, salary, and occupational outlook) on the BRIDGES website.	Student work samples	Fall 2007
<u>CalWORKs</u>		
1. As a result of participating in a CalWORKs counseling session, the student will be able to demonstrate the ability to calculate his/her 32-hour requirement of education and work-study activities.	Counselor observation of student's Education/Employment Agreement	On-going beginning March 2007
<u>Counseling</u>		
1. As a result of attending "New Student Orientation," students will be able to demonstrate the ability to develop an appropriate educational plan.	Counselor observation of student's ability to construct a proposed semester schedule	May 2007
<u>EOPS/CARE</u>		
1. As a result of participating in the	Counselor observation of courses selected by students	May 2007

EOPS/CARE Orientation and Advisement Session, students will comprehend the matriculation process and become aware of educational options offered at SCC as it relates to their intended academic goals.	for their first semester	
2. As a result of participating in the EOPS/CARE program, students will successfully complete their stated educational goals and objectives of completing a certificate, an associate degree and/or transfer to a four-year university.	Annual review of certificates, degrees, and transfers of EOPS/CARE students	May 2007
<u>Job Placement</u>		
1. As a result of participating in a Resume Development Workshop, students will develop a professional resume and gain the skills needed to update it independently in the future.	Observation of final work product (resume)	Fall 2007
2. As a result of attending an on-campus job fair, students will link with community employers to network and have access to applications and interviews for local jobs.	Observation of student interaction with employers	Fall 2007
<u>Pathways to Teaching Program (PTTP)</u>		
1. As a result of PTTP presentations by university representatives, students will be able to demonstrate knowledge of the academic requirements for admission to university teacher preparation programs.	Pre and post-tests	Spring 2007
2. As a result of participation in the Teachers for Tomorrow Club and Student California Teachers Association, PTTP students will be able to demonstrate leadership skills through the	Observation of student performance	Spring 2007

implementation of club activities.		
<u>Testing Center</u>		
1. As a result of participating in the pre-testing, pre-orientation presentation of student and academic support services, students will be able to demonstrate knowledge of programs and services available at the college.	Pre and post-tests	July and August 2007
<u>Transfer Center</u>		
1. As a result of participating in a UC Essay workshop, students will be able to generate ideas and follow UC essay guidelines in order to draft a personal statement for the UC application.	Student work samples	Fall 2007
Name: Disabled Students Programs and Services (DSPS)		
1. Students will be able to identify their disabilities and explain their educational limitations.	DSPS Intake – Used as a pre and post assessment measure.	Data gathered over the course of 07/08 academic year
2. Students will be able to articulate the accommodations they require.	DSPS Program Effectiveness Survey	Administered the last week of instruction during each spring semester
Name: Financial Aid		
1. As a result of utilizing the online resources to apply for financial aid, students will develop skills to communicate and process web related applications.	Utilize the following tracking mechanisms to monitor student usage. <ul style="list-style-type: none"> Financial Aid Management System (FAMS) Department of Education Electronic reports Traffic control on the web Net-Sallie Mae reports for electronic loan processing Conduct a follow-up survey of students who completed online FAFSA to assess the learning outcome(s).	October of each year for the previous Award Year.
2. As a result of taking counseling classes students will establish an educational	Monitor student satisfactory academic progress and document completion of counseling classes in the	October of each year for the previous Award Year starting in

objective within the guidelines of satisfactory progress policy.	Financial Aid Management System (FAMS).	08/09.
Name: Health and Wellness Center		
1. Students who receive care in the Health and Wellness Center will be able to describe their self care learning prior to the conclusion of each visit.	Self care learning will be measured through a point of services student survey collected for 4 weeks during each semester. "What did you learn about your own health care during today's visit?" Outcomes will be measured qualitatively (yes/no) if the student is or is not able to document self care learning.	Surveys will be conducted annually; qualitative outcomes will be reported by May of each academic year (2007).
Name: High School & Community Outreach		
1. As a result of campus tours, prospective students will be able to identify academic programs and support services to meet their educational goals.	A combination of surveys (after the conclusion of the tour) and pre-designated questions during the tour and/or presentations will be used to determine prospective student's identification level of SCC support services and academic programs.	Questions and surveys will be developed in the spring of 2007 for implementation during the 07/08 academic year.
2. As a result of Early Decision workshops, prospective students will be able to identify the steps of the SCC matriculation process.	An "Early Decision Registration Card" will be developed to include areas for students to fill-in date and times of appointments for each step of the matriculation process. The "Early Decision Registration Card" will serve as a way to clarify the steps of matriculation and as a reminder of appointments (steps) the student has signed up for. Surveys will be done at the conclusion of a select number of Early Decision workshops.	The "Early Decision Registration Card" and surveys will be developed in the fall of 2007 for implementation during the spring 2008 Early Decision workshops.
Name: Scholarship Program		
1. As a result of attending a scholarship workshop and/or attending a one-on-one consultation session, students will be able to identify the necessary components to a complete scholarship application.	During workshop: students will write five (5) important facts for their personal statement. After workshop: staff will review applications submitted by attendees to evaluate personal statement and application.	February 2008
Name: Student Discipline		
1. Students will be able to extrapolate what penalties will befall them should they violate	Will be measured through data comparison, analyzing the number of case files from one semester to the next	Annually

behavioral policies as outlined in the Student Code of Conduct.	on an annual basis to determine if there are policies more frequently violated than others, as well as overall increases and decreases	
Name: Student Life and Leadership		
1. As a result of participation in Student Life and Leadership programs, students will be able to recognize necessary tools to successfully transition into the college environment.	<ul style="list-style-type: none"> • Focus groups • Observation and casual interviews throughout the semester 	<ul style="list-style-type: none"> • Spring 2008 • Begin Fall 2007
2. As a result of participation in Student Leadership Institute (SLI), students will be able to understand and identify effective leadership skills.	<ul style="list-style-type: none"> • Evaluation Meeting • Observation and casual interviews throughout the semester 	<ul style="list-style-type: none"> • End of Spring 2008 • Begin Fall 2007
3. As a result of participation in student government, students will be able to identify problems and apply problem solving skills.	<ul style="list-style-type: none"> • Pre-Testing • Post-Testing • Observation and casual interviews throughout the semester 	<ul style="list-style-type: none"> • August 2007 • May 2008 • Begin Fall 2007
4. As a result of participation in the Inter-Club Council (ICC), students will be able to work effectively with others to meet the diverse needs of its membership.	<ul style="list-style-type: none"> • Pre-Testing • Post-Testing • Observation and casual interviews throughout the semester 	<ul style="list-style-type: none"> • August 2007 • May 2008 • Begin Fall 2007
5. As a result of participation student clubs and organizations, students will be able to organize and design programs in response to their organizational needs.	<ul style="list-style-type: none"> • Focus groups • Observation and casual interviews throughout the semester 	<ul style="list-style-type: none"> • Fall 2007 & Fall 2008 • Begin Fall 2007