Service Area Outcomes (SAOs)

Program Outcomes Assessment Report – Phase I (form in progress Oct 2009)

"Department Mission Statement or Program Description & Identification of Outcome(s)"

Date:	**November 30, 2009**
The Department Name:	**Learning Services**

Contact Person & Others Involved in Process:	**Lead: Dr. Taylor Ruhl** **Others: Josue Verduzco**

Mission Statement or Description of the Department or Program:	The Learning Services Department offers free tutorial and test proctoring services to all registered IVC students with the goal of increasing student success rates. Tutoring is available in many subject areas.

Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:

___**ISLO1** = communication skills; _x_**ISLO2** = critical thinking skills; ___**ISLO3** = personal responsibility;

___**ISLO4** = information literacy; ___**ISLO5** = global awareness

Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.

<u>Service Areas</u> (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.

1.Outcome #1: During the 2010-2011 academic year integrate math tutoring with the math lab so that duplication of services is minimized or eliminated.

Est. Completion Date: May 1, 2011 Way(s) to assess: Review of records of where math tutors are hired and used.

2.Outcome #2:

Est. Completion Date: Way(s) to assess:

3.Outcome #3:

Est. Completion Date: Way(s) to assess: