

SERVICE AREA OUTCOMES (Describe learning outcomes.)		ISLO(S) [Link SAO to appropriate ISLO(s).]
SAO 1	SERVICE AREA OUTCOME #1	ISLO(S)
	Identify Outcome: The first service outcome is to provide students an opportunity to practice reading/writing/language skills and receive tutoring in classes for which they were referred to tutoring or sought tutoring on their own.	<input checked="" type="checkbox"/> ISLO 1 <input type="checkbox"/> ISLO 2 <input type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5
	Measurable Outcome Summary: Visitation records and tutor/staff observation indicate that students are taking advantage of programs designed to improve their communication skills. A total of 8,456 students (25,000 logins) visited the Reading/Writing/Language Lab and Study Skills Center to develop communication skills through working on teacher-designated computer programs, receiving tutoring for specific classes and assignments, and attending conversation sessions, study skills workshops, and writing skills workshops.	
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met	
	Provide detail on any improvements/effectiveness and detail status on those not fully met: █	
SAO 2	SERVICE AREA OUTCOME #2	ISLO(S)
	Identify Outcome: The second service outcome is to provide students an opportunity to develop critical thinking skills.	<input type="checkbox"/> ISLO 1 <input checked="" type="checkbox"/> ISLO 2 <input type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5
	Measurable Outcome Summary: Visitation records and tutor/staff observation indicate that students are taking advantage of programs designed to improve their critical thinking skills (See Outcome #1).	
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met	
	Provide detail on any improvements/effectiveness and detail status on those not fully met: █	
SAO 3	SERVICE AREA OUTCOME #3	ISLO(S)
	Identify Outcome: The third service outcome is to provide students an opportunity to develop a sense of personal responsibility.	<input type="checkbox"/> ISLO 1 <input type="checkbox"/> ISLO 2 <input checked="" type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5
	Measurable Outcome Summary: Visitation records and tutor/staff observation indicate that students are exercising personal responsibility by taking advantage of the services offered by Learning Services instructional labs (See Outcome #1).	
	<input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met	
	Provide detail on any improvements/effectiveness and detail status on those not fully met: █	