**Service Area Outcomes**

**Program Outcomes Assessment Report – Phase II**

**“Assessment of Program-level Learning Outcomes”**

**In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.**

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| **Date:** | **September 29, 2010** |  |  |
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| **Contact Person/Others Involved in Process:** | **Lead: Ted Ceasar Others: Norma Nava, Raquel Garcia, Lorena Campas** |

**Outcome #1 (please repeat here): Students will demonstrate self-advocacy by initiating timely requests for appropriate services and/or educational accommodations.**

1. **First Method of Assessment:**
   1. How did you assess Outcome #1? Outcome 1. Was assessed by reviewing a random sample of 35 student files.
   2. Provide a summary of results: For the Fall 2009 semester 20 students, or 57% requested services prior to the first week of the semester. For Spring 2010 26 students, or 74.3% requested services prior to the first week of the semester.
   3. How will your program use this information to improve student learning or services? Greater effort will be made to contact students prior to the semester by mail, email, and phone calls to make sure they schedule an appointment to request services for the upcoming semester.
   4. What is your Timeline for Program Modifications or Response to Data? These efforts will begin during the Fall 2010 semester.
2. **Second Method of Assessment**: N/A
   1. How did you assess Outcome #1?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**: N/A
   1. How did you assess Outcome #1?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?

**Outcome # 2 (please repeat here): Students will identify and utilize appropriate campus and community resources.**

1. **First Method of Assessment**:
   1. How did you assess Outcome # 2? Outcome 2 was assessed by reviewing a random sample of 35 student files.
   2. Provide a summary of results: For the Fall 2009 semester 9 students, or 25.7% received no services, 17, or 48.6% received one service, and 9, or 25.7% received more that one service. For the Spring 2010 semester, 9 students, or 25.7% received no services, 14, or 40% received one service, and 12, or 34.3% received more than one service.
   3. How will your program use this information to improve student learning or services? Fewer services were offered in 2009-10 due to a 40% budget cut. Services not offered were special classes and tutoring. This accounts for the relatively high number of students receiving no services. When funding is restored these services will be re-instated.
   4. What is your Timeline for Program Modifications or Response to Data? Timeline for modifications depends on the State budget being adopted and funding for DSPS restored.
2. **Second Method of Assessment**: N/A
   1. How did you assess Outcome # 2?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**: N/A
   1. How did you assess Outcome # 2?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?

**Outcome # 3 (please repeat here):**

1. **First Method of Assessment**:
   1. How did you assess Outcome # 3?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
2. **Second Method of Assessment**:
   1. How did you assess Outcome # 3?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
   1. How did you assess Outcome # 3?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services
   4. What is your Timeline for Program Modifications or Response to Data?

**Once Section II is completed, please send e-copy & mail hard copy to SLO Coordinator. Thank you very much for taking part in outcomes and assessments.**