**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 27, 2010** |  |  |

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| **Contact Person/Others Involved in Process:** | **Lead: Olga Artechi, Coordinator Others: Janeen Kalin, Counselor**  **Lourdes Mercado, Counselor**  **Jose Plascencia, Counselor**  **Mary Lofgren, Counselor**  **Said Canez, Counselor**  **Mabel Vargas, Office Assistant III** |

**Outcome #1 (please repeat here):** Students will demonstrate knowledge of the services provided by the EOPS Program

1. **First Method of Assessment:** 
   1. **How did you assess Outcome #1?** Assessment was made by comparing the number of signed Responsibility Contracts and the number of new incoming students.
   2. **Provide a summary of results:** There were 333 new incoming students and 317 had signed the Responsibility Contracts
   3. **How will your program use this information to improve student learning or services?** This information will be used to ensure that students are thoroughly familiar with EOPS Program Services and avail themselves of needed services.
   4. **What is your Timeline for Program Modifications or Response to Data?** July 2010 to September 2010
2. **Second Method of Assessment**: None
   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**: None
   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):**

1. **First Method of Assessment**: The percentage of students successfully completing a repeat English course will show an increase to the previous year
   1. **How did you assess Outcome # 2?** Assessment was made by comparing the numbers for Fall 2008 to Fall 2009 and Spring 2009 to Spring 2010
   2. **Provide a summary of results:** There were 11 repeats for Fall 2008 and 27% earned a passing grade; for Fall 2009, there were 13 repeats with 23% earning a passing grade. For Spring 2009, there were 12 repeats with 58% earning a passing grade and for Spring 2010, there were 11 repeats with 45% earning passing grade.
   3. **How will your program use this information to improve student learning or services?** This information will be use to see what type of support services need to be provided to students repeating English classes.
   4. **What is your Timeline for Program Modifications or Response to Data?** July 2010 to September 2010
2. **Second Method of Assessment:** None
   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:** None
   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):** unable to implement

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.**