**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)”**

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| **Date:** |  **2010-2011 SAO’s Submitted: November 1, 2010** |  |  |
| **The Department Name:** | **Student Services EOPS/CARE Program**  |  |  |

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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** |

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| **The mission of the Extended Opportunity Programs and Services (EOPS) and Cooperative Agencies Resources for Education (CARE) programs at Imperial Valley College shall be to supplement the regular education programs of the college, to encourage the enrollment of students handicapped by language, social, and economic disadvantages, and to facilitate the successful completion of these students’ educational goal and objectives.** |

**Mission Statement or Description of the Department or Program:**

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

**\_\_\_\_ISLO1** = communication skills; \_\_\_\_I**SLO2** = critical thinking skills; \_X\_\_**ISLO3** = personal responsibility;

\_\_\_\_I**SLO4** = information literacy; \_\_\_\_I**SLO5** = global awareness

**Program-level Outcomes and ways to assess: (Please choose 1-3)**

**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.**

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

**1.Outcome #1:** Develop and implement an online process report to be used when student indicates lack of progress in any class or classes.

**Est. Completion Date:** 6/30/2011 **Way(s) to assess:** Through the use of online progress reports the percentage of returned requests for progress will show an increase to the previous year.

**2.Outcome #2:** none

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

**3.Outcome #3:** none

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